



DEFENSE INTELLIGENCE AGENCY

WASHINGTON, D.C. 20340-5100



U-19-1037/FAC-2A1 (FOIA)

MAY 22 2019

Mr. JPat Brown
MuckRock DEPT MR 24904
411 A Highland Ave
Somerville, MA 02144-2516

Dear Mr. Brown:

This responds to your Freedom of Information Act (FOIA) request, dated March 31, 2016 that you submitted to the Defense Intelligence Agency (DIA) for information concerning complaints and commendations received by the DIA about its employee cafeteria(s), from 2011 to the date this request is processed. I apologize for the delay in responding to your request. DIA continues its efforts to eliminate the large backlog of pending FOIA requests. In order to properly respond, it was necessary to consult with another office within the agency.

A search of DIA's systems of records located 76 documents (110 pages) responsive to your request. Upon review, I have determined that some portions of the documents must be withheld in part from disclosure pursuant to the FOIA. The withheld portions are exempt from release pursuant to Exemptions 3 and 6 of the FOIA, 5 U.S.C. § 552 (b)(3) and (b)(6). Exemption 3 applies to information specifically exempted by a statute establishing particular criteria for withholding. The applicable statutes are 10 U.S.C. § 424 and 50 U.S.C. § 3024(i). Statute 10 U.S.C. § 424 protects the identity of DIA employees, the organizational structure of the agency, and any function of DIA. Statute 50 U.S.C. § 3024(i) protects intelligence sources and methods. Exemption 6 applies to information which if released would constitute an unwarranted invasion of the personal privacy of other individuals.

If you are not satisfied with my response to your request, you may contact the DIA FOIA Requester Service Center, as well as our FOIA Public Liaison at 301-394-5587.

Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. You may contact OGIS by email at ogis@nara.gov; telephone at 202-741-5770, toll free at 1-877-684-6448 or facsimile at 202-741-5769; or you may mail them at the following address:

Office of Government Information Services
National Archives and Records Administration
8601 Adelphi Road-OGIS
College Park, MD 20740-6001

You may also exercise your right to file an administrative appeal by writing to the address below and referring to case number 0220-2016. Your appeal must be postmarked no later than 90 days after the date of this letter.

Defense Intelligence Agency
7400 Pentagon
ATTN: FAC-2A1 (FOIA)
Washington, D.C. 20301-7400

Sincerely,

A handwritten signature in black ink, appearing to read "Brian L. Jenkins".

76 Enclosures

Brian L. Jenkins
Chief, Records Management and Information
Services

SOURCE

INTERCOMM

May be classified up to **TOP SECRET**
(b)(3)(D) 50 USC 3024(d)

InterCOMM • General DiscussionBeware the Milk in the Cafeteria Today, 12114 - Flat

Discussion of work and work environment related issues.

Subject: Post

Posted By

[View Profile](#)

[Reply](#)

Started: 12/1/2014 7:38

Beware the Milk in the Cafeteria Today, 12/1/14

This morning I purchased a small bottle of 2% milk at the cafeteria to put on my cereal. I poured it on my cereal and discovered it had gone bad. I checked the expiration date: sell by November 30.

Beware the Milk in the Cafeteria Today, 12/1/14
By: [REDACTED]

I returned the milk to get another, and told the cafeteria staff. They promptly pulled all the expired bottles and replaced them with new ones. I took one, and it had an expiration of December 7. I opened it to check before I walked all the way back to my desk...and it too was bad. I was given a refund, while they started checking some of the others. I do not know the results of what they discovered.

It is possible that they had a refrigeration failure over the weekend that let the milk sit long enough to go off. It is also possible that the 2% was left out of storage long enough to turn during shipment/transfer, etc.

Regardless, you have been warned...check it right after you buy it, and report it to them if it is bad so that others don't get sick.

For what it is worth, the cafeteria staff was not at all confrontational about this and took reasonable and prompt action to pull the expired milk, and then to start checking after the second batch was reported as bad. That is exactly what should happen, and they handled it professionally.

There are no items to show in the view of the "General Discussion" discussion board.

From: [REDACTED]
Sent: Wednesday, April 30, 2014 9:13 AM
To: [REDACTED]
Subject: Breakfast challenge

CLASSIFICATION: UNCLASSIFIED

[REDACTED] (b)(3):10 USC 424

I just wanted to pass along that the cook preparing the egg omelets this morning seemed a bit challenged. Not sure if there is a communication barrier, or just a bad day for him. It took him three tries and over 40 minutes to get my order correct, and that's after me asking him each time if he understood. When I finally received my omelet, it was a bit sparse in comparison to what I normally get.

Thanks,

From: [REDACTED]
Sent: Wednesday, May 09, 2012 9:03 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Breakfast complaint- Wed 9 May 2012

CLASSIFICATION: UNCLASSIFIED

[REDACTED]
This morning at 0830 I went down for breakfast to get a breakfast sandwich. I wanted to get a Bacon, Egg and Cheese on a croissant. Bacon was extra fatty/greasy (there were no other meats available) and I was told they only had English muffins and no cheese. I settled for a biscuit with gravy and one scoop of pre-cooked eggs.

Thanks,
[REDACTED]

CLASSIFICATION: UNCLASSIFIED

From: [REDACTED]
Sent: Monday, September 22, 2014 4:33 PM
To: [REDACTED]
Subject: Cafeteria

CLASSIFICATION: UNCLASSIFIED

Good Afternoon

(b)(6)

I have a deep concern for what took place today, 22 September 2014 today in the cafeteria. Today on my visit to the cafeteria I decided to have an entrée. MISTAKE. Normally I have either soup, salad, chicken wings or the pasta bar. Instead of my usual I ordered the Chicken Makhani over rice. When I got to the register I informed the cashier that I had no vegetables as sides. [REDACTED] the cafeteria manager came up as I was making my statement to the cashier and stated that I had a combo. I said no I do not. This lasted about a $\frac{1}{2}$ second with us going back and forth. He also stated that the rice is a side dish only the meat was ala carte. I disagree with this. Before he left the register he stated to the cashier to make sure that you charge her for a combo. I still disregard. It really bothered the tone and manner in which he made comments. First thing I said to myself how many other people that he encounter and speak to or speak at in this manner.

Please keep in mind that I was not aware that the rice counts as a side vs the rice being part of the ala carte. If the rice was/is a side then they or someone needs to make the decision to put it with the other side dishes or make sure that it is known that if you get ala carte and want rice or noodles that it counts as a side. I am quite sure others have made this same mistake but trust me I will not make it again.

Last note: [REDACTED] needs an ATTITUDE ADJUSTMENT. Thank you for your attention to this matter.

CLASSIFICATION: UNCLASSIFIED

Subject: FW: Coffee Bar Complaint

Classification: UNCLASSIFIED

Sent: Friday, September 11, 2015 7:02 AM

To:

Subject: Coffee Bar Complaint

Classification: UNCLASSIFIED

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(b)(3);10 USC
424

Food service really needs to replace the individuals working the [REDACTED] coffee bar this morning. They have no idea what they are doing. They are charging incorrect prices and when I told them they made my coffee incorrectly they said I was incorrect despite the fact I have been getting it the same way for the last two years. When I pay 4 to 5 dollars for a cup of coffee I expect it to be right.

Forgive me but not a good start to a Friday. I looked for the manager but couldn't find him.

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Classification: UNCLASSIFIED

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Classification: UNCLASSIFIED

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Classification: UNCLASSIFIED

Subject: FW: Starbucks food safety issue

Classification : UNCLASSIFIED

Classification: UNCLASSIFIED

FYI

Sent: Wednesday, November 18, 2015 2:15 PM

To: [REDACTED]

Subject: Starbucks food safety issue

Classification: UNCLASSIFIED

[REDACTED]
This morning I purchased a breakfast sandwich at the Starbucks located at the DIA Headquarters. After it was heated, I sat down to eat with a colleague. Two bites in, I observed that the inside of my sandwich was cold, and raw, uncooked egg yolk was coming out of my sandwich. This clearly indicates that the egg was not cooked to a temperature necessary to prevent salmonella. I thought you should be aware of this.

Sincerely,

[REDACTED]
Classification: UNCLASSIFIED

[REDACTED]
Classification: UNCLASSIFIED

[REDACTED]
Classification: UNCLASSIFIED

Sent: Tuesday, April 14, 2015 12:52 PM

Subject: High Sodium foods in [REDACTED] Cafeteria

(b)(3):10 USC
424

Classification: UNCLASSIFIED

Hi, [REDACTED]
(b)(3):10 USC
424

I want to express my concern: foods, particularly soups, are VERY salty in the [REDACTED] Cafeteria. I cannot have high sodium foods in my diet.

Can you direct me to the right person regarding my concerns?

Thanks.

[REDACTED]
(b)(3):10 USC
424
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Classification: UNCLASSIFIED

From: [REDACTED]
Sent: Wednesday, October 08, 2014 1:04 PM
To: [REDACTED]
Subject: complaint about food and refund

Classification: UNCLASSIFIED

[REDACTED]
Can I get my money back for the side of vegetables I bought today that were not even warm? I thought I would try the fried yucca but apparently they had been sitting out for some time and were barely lukewarm.

Needless to say, they did not taste good at all.

This is not the first time that I've bought something from the line where the vegetables are kept that was not acceptably warm, as it should have been.

Classification: UNCLASSIFIED

From: [REDACTED]
Sent: Wednesday, September 10, 2014 11:28 AM
To: [REDACTED]
Subject: Complaint about Sand in Food

CLASSIFICATION: UNCLASSIFIED

[REDACTED]

Today I purchased a combination meal in the cafeteria, chicken piccata with two sides. As one of the sides I chose swiss chard. Unfortunately, the swiss chard was not prepared properly, because it still had a lot of sand in it. With every bite, I got the crunch of sand in between my teeth. After 4 or 5 bites, I stopped eating it because I did not want to damage my teeth.

Can I get a partial refund on the meal because it is inedible due to improper preparation?

Thank you.

CLASSIFICATION: UNCLASSIFIED

From: [REDACTED]
Sent: [REDACTED] Wednesday, May 28, 2014 11:28 AM
To: [REDACTED]
Subject: Complaints

Sir

Got complaints again this morning about no coffee (0710) in the cafeteria. When I went to see why there was no coffee. I found there was three Market Basket employees in the area but not one of them was making any attempt to fill the coffee station. Even though costumers were standing around the coffee station waiting. I had to go find the GM. [REDACTED]

(b)(6) [REDACTED] to correct this matter. As you know from my emails this is an ongoing problem that doesn't seem to be addressed by onsite GM. Due to the fact that there has been nothing put in place to help insure this is matter is resolved. I know these seem to be little problems and it would be if it did keep occurring on a weekly (sometime daily) bases. Any help you could provide in correcting these type problem so they don't keep arising will be greatly appreciated. Any question or concerns please contact me.

Thanks

[REDACTED]

ICE
Customer Comments Report
for Cafeteria Operations

01 January 2013 to 31 December 2013

Date/Time	Site(s)	Satisfaction
12 Sep 13 11:18 AM CT	Defense Intelligence Agency	N/A
	I couldn't find a separate entry for Wrap & Roll but the wraps have gone from substantial to non-existent. I don't like to pay \$7 for a wrap filled with spinach and one piece of turkey, even when I ask for more. Its a little ridiculous.	
08 Nov 13 11:01 AM CT	Defense Intelligence Agency	<input checked="" type="radio"/> No
	I don't ask for much...just coffee in the morning. Today all three of the regular pots were empty and the Starbucks pot I tried was empty. At that point I walked out in disgust.	
30 Dec 13 12:04 PM CT	Defense Intelligence Agency	<input checked="" type="radio"/> No
	Unfortunately some of us work over the holiday. The food service on 30 Dec 2013 was lacking with only about 40% of the capacity available. I suggest that there be at least one hot line e.g. Chiangs, the regular meal line along with the wrap place. I am going to walk over to the bowling alley and BX and see if I can get something.	

3 comments were found for the date range specified.

(b)(3):10 USC 424

ICE
Customer Comments Report
for [REDACTED] **Cafeteria**

01 January 2013 to 31 December 2013

Date/Time	Site(s)	Satisfaction
06 Feb 13 07:05 AM CT	Defense Intelligence Agency	N/A
	It would be nice if they stocked Bottled Pepsi Products (Mtn Dew, Dr Pepper,etc) in the cafeteria area vs. having to buy them separately from the convenience store for lunch. Also they need to put the TVs up in the cafeteria area it would be nice to see news at lunch.	
06 Feb 13 07:11 AM CT	Defense Intelligence Agency	N/A
	My only comment, recommendation is to offer healthier selections for Breakfast. Deep fried hashbrowns, greasy eggs, and lard ladden gravy is no way to start the day. Maybe frying eggs using PAM or something similar upon request, offering eggwhites, and alternate sides, rather than greasy hashbrowns.	
18 Jul 13 10:18 AM CT	Defense Intelligence Agency	<input checked="" type="radio"/> No
	This facility is slacking. In the morning they are not opening the facility on time, and when they finally open, the cooks are not prepared for another 15-20 minutes to start cooking. At lunch the cook spent 15 minutes just setting up the grill and was not ready to serve the customer. Else the grill toaster has been broken for several weeks and an external cooler has been broken/not stocked for several weeks. When they opened late last year-I would have given them an "A" for service and food. Right now due to lateness and inattention they would earn a grade of C+ at best. My omlet was so salty yesterday-I just threw it out as it was inedible. This is a new facility-they should do better. They are sliding down hill-quickly	
08 Oct 13 06:07 AM CT	Defense Intelligence Agency	<input checked="" type="radio"/> No
	[REDACTED] does not open on time in the morning and is not prepared for customers when they do open. Typically they are just stocking the shelves when they open. The grill is not ready and the lines are 10-15 people long. The preprepared breakfast sandwiches would alliviate the problem but they are only offered occasionally. It takes 20+minutes to obtain morning meals from the grill and lunch recently has seen the same disregard for customers time by not being prepared. The food quality is fine but their service preparation and readiness to serve the customer is unacceptable.	
30 Oct 13 05:49 AM CT	Defense Intelligence Agency	<input checked="" type="radio"/> No
	Two comments. 1. Is it ever possible for this facility to open on time ? And when it's open, they should already be prepared for customers-	

Customer Comments Report
for [REDACTED] Cafeteria

(b)(3):10 USC 424

01 January 2013 to 31 December 2013**Date/Time****Site(s)****Satisfaction**

not just then starting to stock. They open late in the morning and we still have to wait 15+ minutes at the grill for breakfast. 2. Please just have a stack of egg-sausage (or similar) sandwiches ready when they open. It will save time and frustration.

5 comments were found for the date range specified.

[REDACTED] 8/25/2014

From: [REDACTED]
Posted At: Wednesday, September 11, 2013 10:17 AM
Conversation: Danger In The Cafeteria
Posted To: Microsoft Outlook Embedded Message

Subject: Danger In The Cafeteria

That is terrible that he didn't even apologize. I would have least done that and gave you your money back. WOW..some people really don't care or don't know how to ACT during certain situations. I hope you are OK.

From: [REDACTED]
Posted: Wednesday, September 11, 2013 10:13 AM
Subject: Danger In The Cafeteria

This morning I went to the cafeteria to get breakfast. I ordered hash browns and when I got back to my desk to eat them I bit down on a piece of hard clear plastic that actually cut my gums. I called our DIA food service representative to report the incident and I was not given an apology, or an offer to receive a refund. He told me he was going to talk to the cafeteria manager and have the item removed from the line, but it was already 0920 and breakfast ends at 0930. In other words nothing was done about the situation, not even an apology! This is unacceptable! Beware of the dangers in the cafeteria food, because it seems no one cares if you choke on it.

From: [REDACTED]
Sent: Thursday, May 14, 2015 8:09 AM
To: [REDACTED]
Subject: DIA HQ Bistro

[REDACTED]

As a patron of the DIA HQ Bistro, I would like to bring to your attention that twice, within the past two weeks, the Bistro has run out of Half-n-Half. Last week, they had run out of both half-n-half and 2% milk. The only option for coffee was skim milk. Today, they have run out of half-n-half. Both times I let them know of my disappointment and that I didn't want the coffee. Neither time was I offered any resolution. All I got was an apology ("I'm sorry") and a shrug.

Please clarify for me what my options are? Can I go down to the cafeteria and use their half-n-half? Can the bistro send someone down to the cafeteria for half-n-half?

I'm disappointed in the service, so talk to me.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, March 18, 2015 10:45 AM
To: [REDACTED]
Subject: DIA HQ Cafeteria

Classification: UNCLASSIFIED//~~FOUO~~

=====

Good morning,

I just wanted to write and tell you some of my observations over the past few months.

1. Breakfast food service is inconsistent. I hate to say it but I believe from my observations, the amount of food you get is determined by the person behind the counter and/or how well they like you. For example: I always order 2 scoops of scrambled eggs, 1 scoop of hash browns and 2 servings of bacon. What I get averages about two scoops of eggs and one scoop of hash browns and 4 pieces of bacon. On the high end I get about 4 scoops of eggs, 2 of hash browns and 8-10 pieces of bacon; today I got 2 less than full scoops of eggs, one barely full scoop of hash browns and 4 pieces of bacon. I have seen (today for example) someone before me that appears to be very friendly with the person behind the counter order 1 scoop of eggs and 1 serving of bacon and get more eggs and bacon than I get.

Suggestion: institute a policy of what constitutes a serving and consistently reinforce that. A secret shopper program where observers unknown to the staff would come in and order like everyone else and then report their observations/findings would be beneficial.

2. Many of the individuals that check you out at the cashier are fairly rude, they often grunt at you if they acknowledge you at all; it is not uncommon for them to carry on a personal conversation with another cashier while ringing you up. They don't look at you, mumble the price and stick their hand out while they turn away and talk to the other person, expecting you to put your money in their hand etc. I realize that being a cashier might be monotonous and not the most glamorous job, however it is an important job and I don't think they realize it, much less take it serious.

Suggestion: provide customer service training and encourage a standard greeting of customers – SMILE. Again, this could be monitored with a secret shopper program. I always think about Chick-Fil-A, the one by my house always greets you and asks "how may I serve you today?", after placing your order they usually state something along the lines of "thank you sir/ma'am it is my pleasure to serve you". It may sound corny – but I have seen and heard how people react to it and it is always positive. Simple things can make the experience a lot better.

3. Coffee Service: I have routinely gone down to get a coffee in the morning say between 8:30 and 9:00 only to find that most (and even sometimes all) of the coffee containers are empty. It also isn't out of the norm to have the $\frac{1}{2}$ & $\frac{1}{2}$ containers empty and you have to go find someone to make more coffee or get more $\frac{1}{2}$ & $\frac{1}{2}$.

Suggestion: Appoint someone to maintain the coffee station – make this their primary duty.

4. I always believe in saying something positive – so let me point out that the gentleman that runs the omelet station is always happy, cheerful and smiling. He always greets you and thanks you when he is done, always a positive experience.

From: [REDACTED]
Sent: Thursday, September 04, 2014 12:14 PM
To: 'DIA - GM'
Cc: [REDACTED]
Subject: DIA HQ Food Safety and Perception

Good afternoon [REDACTED]

(b)(6) [REDACTED]

(b)(6) [REDACTED]

It has been brought to this office's attention by customers that a couple of your staff members were observed preparing pizza without wearing gloves and hair restraints, and wiping their forehead. When customers see [REDACTED] the regular staff member at the pizza station using property food safety techniques it makes the customers uneasy when substitutes do no practice the same safety techniques. Please be aware that our customers are constantly and closely watching GSI's food service, sanitary and safety practices. All it takes is for one person to have a bad perception or what they think is a bad practice and post it to the discussion board and patronage numbers will go down.

I know that you practice ServSafe and are committed to promoting food safety. As you know, food handlers can contaminate food at every step in its flow through the operation, and especially when they touch anything that might contaminate their hands. Simple acts of running fingers through the hair or wiping their face and not wearing or changing gloves can contaminate food.

For the safety and perception that safety; sanitation and quality customer service is our number one priority, I request that all those working at the pizza station and other stations wear appropriate hair restraints, and gloves.

I am available to discuss further if you would like; however, I would request that we schedule a time when [REDACTED] is on-site.

Thank you,

Defense Intelligence Agency Headquarters

Joint Base Anacostia-Bolling, Washington, DC 2340



From: [REDACTED]
Sent: Wednesday, July 13, 2011 11:50 AM
To: [REDACTED]
Cc:
Subject: Dissatisfied ICE Comment
Importance: High

CLASSIFICATION: UNCLASSIFIED

FYI in case you have not seen, received a dissatisfied ICE comment about Dunkin Doughnuts on NIPR. Complaint has three issues:

1. Consistent inoperability of credit card machine
2. Lack of obvious and advance notice (before they place order) that credit card machine was not available
3. Perceived rude attitude by counter worker

Customer has requested management feedback: [REDACTED] Please let me know after feedback has been provided.

To help [REDACTED] serve you better, following the delivery of a product or service, please go to NIPRNET and visit our Interactive Customer Evaluation (ICE) [REDACTED] Selected OSD Agencies; Defense Intelligence Agency; Show All Providers; then select the service you would like to evaluate. Thank you in advance for your valuable feedback.

[REDACTED]
[REDACTED]
(b)(3): 10 USC 424; (b)(3): 50 USC 3024(i)

CLASSIFICATION: UNCLASSIFIED

(b)(3):10 USC
424

From: [REDACTED]
Sent: Friday, November 29, 2013 2:32 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Dunkin Donuts

(b)(3):10 USC 424

This message has been archived.

CLASSIFICATION: UNCLASSIFIED

Hello [REDACTED] (b)(3):10 USC 424

(b)(3):10 USC
424

On Friday, 29 November 2013 @ 1410 [REDACTED] observed a donut cart left outside the entry door of Dunkin Donuts with excessive amounts of crumbs. [REDACTED] told me to forward this email to you to ensure this matter does not happen again with the increase of mice throughout the building. I went down to Dunkin Donuts and pushed the cart inside the room. I know this did not take care of the crumb problem, but the cart was no longer in the hallway. Unfortunately, all Dunkin Donut personnel were released at 1200.

(b)(3):10 USC
424

V/r

[REDACTED]

"PRIVACY ACT-1974 AS AMENDED APPLIES—THIS MEMO MAY CONTAIN INFORMATION WHICH MUST BE PROTECTED LAW DOD 5400.11R, AND IT IS FOR OFFICIAL USE ONLY"

(b)(3):10 USC 424

Following the delivery of [REDACTED] services, please go to the NIPR net and visit our Interactive Customer Evaluation (ICE) site, at HYPERLI

From:
Sent:
To:
Cc:
Subject:

[REDACTED] Thursday, September 13, 2012 7:24 AM [REDACTED]

(b)(3):10 USC 424

[REDACTED] (b)(3):10 USC 424 [REDACTED]

Dunkin' Donuts

CLASSIFICATION: UNCLASSIFIED

Good morning! I'm not one to do this, but are there any plans to make changes to Dunkin' Donuts, like bring on more employees? Today was no different as it took me another 22 minutes to get a cup of coffee at 0640. I know, I can be like the rest of DIA and boycott it by using the cafeteria and such, but I don't. I really felt sorry for the all the individuals behind me who ordered decaf coffee or a specialty coffee as the young lady working there had to tell these folks that she did NOT have any decaf coffee nor did she know how to make an "iced" or cappuccino type coffee—realize that these folks just stood in line for OVER 20 minutes to be told this. Really folks? I understand there are circumstances with personnel, In that you can't plan on folks who call in sick or can't get into the base because of badge issues....but I have yet to see more than 2 people working the "first shift" for the last 2 weeks. 22 minutes is unacceptable for this type of venue. Yes, I'm venting but hope there is a solution in the works as yet again, there were some very frustrated folks, to include me!

Thanks!!!

v/r

[REDACTED]

CLASSIFICATION: UNCLASSIFIED

 Home Documents and Lists Create Site Settings Help

Internal Communications

General Discussion: Dunkins

[Post Reply](#) | [Edit Message](#) | [Delete Message](#) | [Alert Me](#) | [Go Back to Discussion Board](#)

From: [Not-An-Expert](#)

Posted At: 5/19/2011 8:13 AM

Subject: Dunkins

Text: I go to our DD here at the DIAC everyday...and have been since they opened. I've never once had a bad experience there, not during their busiest times, and not during the slowest time (considering I go 1-2 times per day). Prices fluctuate every where, this is not unusual. The serves there do smile...not all the time, we all have our off days and they do a lot, cleaning, serving, making food, the same things day in and day out. The one cashier, her name is [REDACTED] the others, well, they're the ones who put a smile on my face, and I bet dozens of others, every morning, because they ARE there, providing a service. The manager of DD is there today, in fact, I spoke with him, maybe you can do the same.

Created at 5/19/2011 8:13 AM by [Not-An-Expert](#)

Last modified at 5/19/2011 8:13 AM by [Not-An-Expert](#)

 Home Documents and Lists Create Site Settings Help

Internal Communications

General Discussion: Email address for complaints about Dunkin...

 Post Reply |  Edit Message |  Delete Message | Alert Me | Go Back to Discussion Board

From: [REDACTED]

Posted At: 5/19/2011 7:19 AM

Subject: Email address for complaints about Dunkin Donuts?

Text:

The service and costs at this Dunkin Donuts are pretty horrific. I spent 2 months at [REDACTED] where it was 57cents cheaper and the service was terrific and the servers smiled at you. Here at the DIAC there are twice as many servers who do very little and rarely smile except for the one cashier who is always great. Today I asked for a med caramel latte and they forgot to get it and then didn't put the caramel in. It was pretty awful. Plus I also heard that the costs are cheaper at the Dunkin Donuts at the AAFES gas station. Hope that's not the case but I'm going to check it out.

(b)(3):50 USC 3024(e)
Created at 5/19/2011 7:19 AM by [REDACTED]

Last modified at 5/19/2011 7:19 AM by [REDACTED]

From: [REDACTED]
Sent: Tuesday, February 16, 2016 1:03 PM

To: [REDACTED] (b)(3):10 USC 424;(b)(6)
Cc:
Subject: FW: concerns with cafeteria

Importance: High

[REDACTED] (b)(6)

Please see customer comment below; request comment addressed by [REDACTED] and provide a response back today; not later than tomorrow morning.

Thank you,

(b)(3):10 USC 424

-----Original Message-----

From:
Sent: Tuesday, February 16, 2016 12:23 PM
To: [REDACTED]
Subject: concerns with cafeteria

Thank you for meeting with me today. I really appreciate it. I am writing with regards to the food quality in the cafeteria. I am not a foodie, and don't exactly have the highest of standards for food. I am a former Marine and have deployed with DIA. I have seen many forms of food served over the years. However, I have noticed over the past several months that some of the hot food in DIA/Boiling cafeteria is almost not edible due to the extreme amount of salt in the food. I have noticed this issue with the ready-made chicken sandwiches, chicken parmesan, and beef lasagna (served today). The beef lasagna served today was especially troubling. It tasted rancid, possibly due to the type of cheese that was used inside the lasagna. Taking almost \$10 of food back to my desk and realizing that I shouldn't be eating it due to the salt content is a bit disappointing, not to mention a health risk.

Perhaps the sodium could be drastically cut from food preparation or low-sodium options could be served.

I appreciate the hard work and dedication of the cafeteria staff. Thank you for your attention to this matter.

From: [REDACTED]
Sent: Wednesday, April 24, 2013 10:48 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: DISSATISFIED comment card submitted for Dunkin Donuts located at [REDACTED]
[REDACTED] DIA HQs, Defense Intelligence Agency

(b)(3):10
USC 424

Please see the below ICE comment reference Dunkin Donuts and touch base with me once they have given a solution.

Thank you,

(b)(3):50 USC
3024(i)

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, April 24, 2013 10:38 AM
To: [REDACTED]
Subject: DISSATISFIED comment card submitted for Dunkin Donuts located at [REDACTED]
[REDACTED] DIA HQs, Defense Intelligence Agency

(b)(3):10 USC
424

A DISSATISFIED comment card was submitted for: Dunkin Donuts on 24 Apr 13 at 09:38 AM CT

Reports on past submissions may be viewed online by logging into ICE at [REDACTED] (b)(3):10 USC 424;(b)(3):50 USC 3024(i)
[REDACTED] and choosing an option from the reports menu.

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days).

Responses:

---DOD Required Questions---

Question	Customer's Rating

Were you satisfied with your experience at this office / facility?	
No	

Question	Customer's Rating

Did the product or service meet your needs?	
No	

Question	Customer's Rating

Facility Appearance	Good
Employee/Staff Attitude	Poor
Timeliness of Service	Awful
Hours of Service	Excellent

Customer Comments:

They typically are not prepared throughout the day. They run out of cups, lids, sugar (very routinely), and ice. Normally I like Dunkin Donuts, but this franchise is horrible. I would rather walk upstairs to starbucks and spend more for coffee I do not enjoy.

**** Customer did NOT provide contact information ****

Use this link to login and enter ICE customer followup information and view the customers responses to comment card questions.

[REDACTED]

(b)(3):10 USC 424;(b)(3):50 USC 3024(i)

From:
Sent:
To:
Subject:

Monday, August 29, 2011 1:17 PM

(b)(6)

FW: DISSATISFIED comment card submitted for Branding Iron located at DIAC [REDACTED] Food Court, Defense Intelligence Agency

(b)(3):10 USC 424

Can you please check this out?

Thanks,

-----Original Message-----

(b)(3):50 USC 3024(i)

From: [REDACTED]
Sent: Monday, August 29, 2011 1:09 PM
To: [REDACTED] (b)(3):10 USC 424
Subject: DISSATISFIED comment card submitted for Branding Iron located at DIAC [REDACTED] Food Court, Defense Intelligence Agency

(b)(3):10 USC 424

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

A DISSATISFIED comment card was submitted for: Branding Iron on 29 Aug 11 at 12:09 PM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
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Were you satisfied with your experience at this office / facility?

No	1	0%
----	---	----

Question	Customer's Rating	Responses	% Yes
----------	-------------------	-----------	-------

Did the product or service meet your needs?

No	1	0%
----	---	----

Question	Customer's Rating	Responses	Average Rating
----------	-------------------	-----------	----------------

Facility Appearance	OK	1	3.00
Employee/Staff Attitude	OK	1	3.00
Timeliness of Service	OK	1	3.00
Hours of Service	OK	1	3.00

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

Food is greasy and lacks flavor

** Customer did NOT provide contact information **

Use this link to login and enter ICE customer followup information.

FOUO (For Official Use Only)

All individuals handling this information are required to protect it from unauthorized disclosure.

(b)(3):10 USC 424

From: [REDACTED]
Sent: [REDACTED] Tuesday, February 14, 2012 1:31 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: DISSATISFIED comment card submitted for Branding Iron located at DIAC [REDACTED] Food Court, Defense Intelligence Agency

[REDACTED] (b)(6)

(b)(3):10 USC 424;(b)
(6)

(b)(3):10 USC 424

Please see the comments listed by. No response needed.

Thank you,

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, February 14, 2012 1:29 PM
To: [REDACTED]
Subject: DISSATISFIED comment card submitted for Branding Iron located at DIAC [REDACTED] Food Court, Defense Intelligence Agency

(b)(3):10 USC 424

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

[REDACTED]

A DISSATISFIED comment card was submitted for: Branding Iron on 14 Feb 12 at 12:29 PM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
----------	-------------------	-----------	-------------

Were you satisfied with your experience at this office / facility?

No	1	0%
----	---	----

Question	Customer's Rating	Responses	% Yes
----------	-------------------	-----------	-------

Did the product or service meet your needs?

No	1	0%
----	---	----

Question	Customer's Rating	Responses	Average Rating
----------	-------------------	-----------	----------------

Facility Appearance	N/A	0	Not Rated
Employee/Staff Attitude	N/A	0	Not Rated
Timeliness of Service	N/A	0	Not Rated
Hours of Service	N/A	0	Not Rated

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

This comment is about the cash registers for the entire cafeteria, but there doesn't appear to be a way to comment on that directly. Please put a free-to-go machine at every one of the registers. Or... fix the Free-to-go machines that you already have...at the very least, have a register clerk actually sit at registers that have free-to-go. I have had to dump cups of coffee because I do not carry cash and learn only when I get to the register that I have no way to pay for the coffee since the free-to-go isn't working or the registers that have it aren't open.

** Customer did NOT provide contact information **

Use this link to login and enter ICE customer followup information.

[POGO \(For Official Use Only\)](#)

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: Wednesday, August 31, 2011 2:51 PM
To: [REDACTED] (b)(3):10 USC 424
Subject: FW: DISSATISFIED comment card submitted for Cafeteria Operations located at [REDACTED] DIAC Food Court, Defense Intelligence Agency

(b)(3):10 USC 424

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, August 31, 2011 1:28 PM
To: [REDACTED]
Subject: DISSATISFIED comment card submitted for Cafeteria Operations located at [REDACTED] DIAC Food Court, Defense Intelligence Agency

(b)(3):10 USC 424

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

A DISSATISFIED comment card was submitted for: Cafeteria Operations on 31 Aug 11 at 12:27 PM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

4 comment cards, including the one indicated in this email, have been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
----------	-------------------	-----------	-------------

Were you satisfied with your experience at this office / facility?

No	3	33%
----	---	-----

Question	Customer's Rating	Responses	% Yes
----------	-------------------	-----------	-------

Did the product or service meet your needs?

No 4 50%

Question	Customer's Rating	Responses	Average Rating
Facility Appearance	Good	4	4.00
Employee/Staff Attitude	OK	4	3.75
Timeliness of Service	OK	3	3.67
Hours of Service	Excellent	3	4.00

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

Overall recommendation - address the serious problem with the CC machines in the building. Here is a posting I put on the general discussion board for the DIAC :

Why do the machines break on almost a weekly basis? This creates a huge inconvenience for those of us that carry a limited amount of cash on a regular basis. I seriously doubt I am the only person in the DIAC that mostly relies on a CC.

Yeah sure, there are ATM machines. I get charged like a \$3 fee to use so my \$6 lunch is now \$9 because someone can't get their act together in the cafeteria. Moreover, I have to wait in line for an ATM machine, to go down stairs to wait in a line to get food, to go to the check-out to wait in line while all the cashiers sit there and fumble with the change to return to every single person. Might I add, the line for the ATM was about 15 people deep today.

What bothers me the most about this problem is the fact that someone went out of their way to go to the print shop to get an official sign that says: "Credit Cards are down today." This bothers me for a couple of reasons. First, an official sign demonstrates that this has become such a reoccurring problem that the ad-hoc, temporary magic marker and scrap piece of paper sign is not sufficient. Moreover, the printing of an official sign suggests that this is going to be a continuing problem in the future. Second, this official sign is indicative of most solutions we have in the government. Instead of addressing the core root of the problem (the constantly breaking CC machine), let's print an official sign so we can adequately inform people of this problem. No, why don't we try to fix the machines? Let's start with that, then there will be no need for the sign or all the aggravation you are causing people.

A normal business would not tolerate such a problem cause it would lose business. People would start to take their business elsewhere. Unfortunately, we don't have much of an alternative here. So what is the incentive for someone to address this problem? None. That is why it's a problem and will continue to be one.

Customer Contact Info:



Use this link to login and enter ICE customer followup information.



~~TOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: Wednesday, September 28, 2011 9:32 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: DISSATISFIED comment card submitted for Cafeteria Operations located at [REDACTED] DIAC Food Court, Defense Intelligence Agency

(b)(3):10 USC 424

Can you please look into this ICE feedback?

I spoke with the customer and he said that he asked the employee working the pancake area why they stopped carrying sugar-free syrup. The employees said that he was not sure but would relay the request onto management.

Please check and see if they are just out or do they plan on carrying this product again?

Thank you,

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, September 28, 2011 7:18 AM
To: [REDACTED]
Subject: DISSATISFIED comment card submitted for Cafeteria Operations located at [REDACTED] DIAC Food Court, Defense Intelligence Agency

(b)(3):10 USC 424

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

A DISSATISFIED comment card was submitted for: Cafeteria Operations on 28 Sep 11 at 06:16 AM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

7 comment cards, including the one indicated in this email, have been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
----------	-------------------	-----------	-------------

Were you satisfied with your experience at this office / facility?

No	5	20%
----	---	-----

Question	Customer's Rating	Responses	% Yes
----------	-------------------	-----------	-------

Did the product or service meet your needs?

No	6	50%
----	---	-----

Question	Customer's Rating	Responses	Average Rating
----------	-------------------	-----------	----------------

Facility Appearance	Excellent	6	4.00
Employee/Staff Attitude	Excellent	6	3.83
Timeliness of Service	Excellent	5	4.00
Hours of Service	Excellent	5	4.20

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

For the past several months there has been no sugar-free syrup for those who would choose that option with their pancakes or other food items. I was told that management was informed. If true, is this a management oversight or budgeting decision?

Customer Contact Info:

[REDACTED]

Use this link to login and enter ICE customer followup information.

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: Wednesday, September 07, 2011 1:00 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: DISSATISFIED comment card submitted for Charlie Chiang's located at Dia [REDACTED] Food Court, Defense Intelligence Agency

(b)(3):10 USC 424

Please look into this issue at Charlie Chiang's and let me know what the item was that was found in the rice.

Thank you,

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, September 07, 2011 11:57 AM
To: [REDACTED]
Subject: DISSATISFIED comment card submitted for Charlie Chiang's located at Dia [REDACTED] Food Court, Defense Intelligence Agency

(b)(3):10 USC 424

FOUO (For Official Use Only)

All individuals handling this information are required to protect it from unauthorized disclosure.

A DISSATISFIED comment card was submitted for: Charlie Chiang's on 07 Sep 11 at 10:56 AM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

--DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
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Were you satisfied with your experience at this office / facility?

No	1	0%
----	---	----

Question	Customer's Rating	Responses	% Yes
----------	-------------------	-----------	-------

Did the product or service meet your needs?

No	1	0%
----	---	----

Question	Customer's Rating	Responses	Average Rating
----------	-------------------	-----------	----------------

Facility Appearance	Excellent	1	5.00
Employee/Staff Attitude	Excellent	1	5.00
Timeliness of Service	Excellent	1	5.00
Hours of Service	Excellent	1	5.00

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

I ordered an entree with white rice and midway through my meal I noticed a piece of either hard transparent plastic or glass in my white rice. The piece was about 1 inch by 1/8 inch. Had I put that in my mouth and bitten down I am sure tooth damage would have occurred. I turned the item over to the ladies manning Charlie's.



Use this link to login and enter ICE customer followup information.



~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: Tuesday, February 14, 2012 10:30 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: DISSATISFIED comment card submitted for Midway Bistro located at DIAC
Defense Intelligence Agency

[REDACTED]
Please note the ratings below.

Thank you,
[REDACTED]

-----Original Message-----

Sent: Tuesday, February 14, 2012 9:31 AM
To: [REDACTED]
Subject: DISSATISFIED comment card submitted for Midway Bistro located at DIAC [REDACTED] Defense Intelligence Agency

FOUO (For Official Use Only)

All individuals handling this information are required to protect it from unauthorized disclosure.
[REDACTED]

A DISSATISFIED comment card was submitted for: Midway Bistro on 14 Feb 12 at 08:30 AM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

2 comment cards, including the one indicated in this email, have been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
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Were you satisfied with your experience at this office / facility?

No	2	50%
----	---	-----

Question	Customer's Rating	Responses	% Yes
-----------------	--------------------------	------------------	--------------

Did the product or service meet your needs?

N/A	1	100%
-----	---	------

Question	Customer's Rating	Responses	Average Rating
-----------------	--------------------------	------------------	-----------------------

Facility Appearance	OK	2	4.00
---------------------	----	---	------

Employee/Staff Attitude	OK	2	4.00
-------------------------	----	---	------

Timeliness of Service	OK	2	4.00
-----------------------	----	---	------

Hours of Service	Poor	2	3.50
------------------	------	---	------

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

**** Customer did NOT enter any text comments ****

**** Customer did NOT provide contact information ****

Use this link to login and enter ICE customer followup information.

FOUO (For Official Use Only)

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: Wednesday, September 07, 2011 12:51 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: DISSATISFIED comment card submitted for The Salad Garden located at DIAC Food Court
[REDACTED] Defense Intelligence Agency

(b)(3):10 USC 424

Please look into this issue at the salad station and let me know what happened there today.

Thank you,

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, September 07, 2011 12:10 PM
To: [REDACTED]
Subject: DISSATISFIED comment card submitted for The Salad Garden located at DIAC Food Court
[REDACTED] Defense Intelligence Agency

FOUO (For Official Use Only)

All individuals handling this information are required to protect it from unauthorized disclosure.

A DISSATISFIED comment card was submitted for: The Salad Garden on 07 Sep 11 at 11:10 AM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
----------	-------------------	-----------	-------------

Were you satisfied with your experience at this office / facility?

No	1	0%
----	---	----

Question	Customer's Rating	Responses	% Yes
----------	-------------------	-----------	-------

Did the product or service meet your needs?

No	1	0%
----	---	----

Question	Customer's Rating	Responses	Average Rating
----------	-------------------	-----------	----------------

Facility Appearance	OK	1	3.00
Employee/Staff Attitude	N/A	0	Not Rated
Timeliness of Service	N/A	0	Not Rated
Hours of Service	N/A	0	Not Rated

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

The salad bar was out of salad, no one was there to replenish, and the choices were very limited. Quality of salad in general not very good. I threw most of it away...complete waste of money. I will not eat at the salad bar until quality is dramatically improved.

** Customer did NOT provide contact information **

Use this link to login and enter ICE customer followup information.

[REDACTED]

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: Tuesday, February 14, 2012 10:28 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: DISSATISFIED comment card submitted for The Salad Garden located at DIAC Food Court
Defense Intelligence Agency

(b)(3):10 USC 424

Please note the comment below.

Thank you,

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, February 14, 2012 7:58 AM
To: [REDACTED]
Subject: DISSATISFIED comment card submitted for The Salad Garden located at DIAC Food Court
Defense Intelligence Agency

FOUO (For Official Use Only)

All individuals handling this information are required to protect it from unauthorized disclosure.

A DISSATISFIED comment card was submitted for: The Salad Garden on 14 Feb 12 at 06:58 AM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
----------	-------------------	-----------	-------------

Were you satisfied with your experience at this office / facility?

No	1	0%
----	---	----

Question	Customer's Rating	Responses	% Yes
----------	-------------------	-----------	-------

Did the product or service meet your needs?

Yes	1	100%
-----	---	------

Question	Customer's Rating	Responses	Average Rating
----------	-------------------	-----------	----------------

Facility Appearance	Good	1	4.00
Employee/Staff Attitude	Good	1	4.00
Timeliness of Service	Good	1	4.00
Hours of Service	Good	1	4.00

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

Too expensive.

** Customer did NOT provide contact information **

Use this link to login and enter ICE customer followup information.

FOUO (For Official Use Only)

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: [REDACTED] Tuesday, February 14, 2012 10:29 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: DISSATISFIED comment card submitted for Tuscan Oven located at DIAC [REDACTED] Food Court, Defense Intelligence Agency

[REDACTED]
Please note the comment below.

Thank you,

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, February 14, 2012 7:58 AM
To: [REDACTED]
Subject: DISSATISFIED comment card submitted for Tuscan Oven located at DIAC [REDACTED] Food Court, Defense Intelligence Agency

FOUO (For Official Use Only)

All individuals handling this information are required to protect it from unauthorized disclosure.

A DISSATISFIED comment card was submitted for: Tuscan Oven on 14 Feb 12 at 06:57 AM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
----------	-------------------	-----------	-------------

Were you satisfied with your experience at this office / facility?

No	1	0%
----	---	----

Question	Customer's Rating	Responses	% Yes
----------	-------------------	-----------	-------

Did the product or service meet your needs?

Yes	1	100%
-----	---	------

Question	Customer's Rating	Responses	Average Rating
----------	-------------------	-----------	----------------

Facility Appearance	Good	1	4.00
Employee/Staff Attitude	Good	1	4.00
Timeliness of Service	Good	1	4.00
Hours of Service	Good	1	4.00

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

TOO Expensive.

**** Customer did NOT provide contact information ****

Use this link to login and enter ICE customer followup information.

~~POOO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.



Fw: Dunkin Donuts

07/15/2011 09:31 AM

History: This message has been forwarded.

Hello [REDACTED]

See the problem identified by DIA below.

This situation seems ridiculous and reflects poorly on Dunkin' Brands. For a Dunkin Brands outlet to advise any client that it could not sell coffee due to a grinder issue is totally unacceptable. The problems discussed in the email are self evident - management is not engaged and can't be reached, an alternate source for coffee grounds apparently has not been pursued, etc.

Even if J&B were not a multi-unit operator as you are, I would fully expect J&B to make immediate arrangements to have the coffee supplied from another source until its grinder issue were resolved. I would also expect that the employees are empowered to do what is necessary to get necessary product supplied.

Please respond with the actions that will be taken to fix this situation and avoid it from happening again.

— Forwarded by [REDACTED] on 07/15/2011 09:14 AM —

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Date: 07/15/2011 08:46 AM
Subject: Dukin Donuts

Dunkin Donuts operation is unable to serve coffee at the DIAC because the coffee grinder is not working. The operation does not have a backup plan nor any pre-ground product to serve in these situations. Also, Dunkin owner/operator and store manager are unavailable to address this problem. Apparently all are on vacation.

I understand that problems arise; however, without someone available to contact to address these issues is unacceptable. The DIA MWR team's mission is to provide "quality customer service" which we have failed to do so today!

V/r,

Fw: Dunkin Donuts

07/15/2011 01:49 PM

R

----- Original Message -----

From: [REDACTED]
Sent: 07/15/2011 01:41 PM AST
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Dunkin Donuts

The DIA Dunkin Donuts is back up fully operational as of 10:00. The operation was down was about a hour to a hour and half this morning. Once I was informed I made coordination with my other stores to resolve the issue my general manager from Pentagon was involved in this coordinating as well. Grinded coffee was delivered on site followed by a replacement of the grinding machine. I along with my management have been fully engaged on this issue from the beginning. I called [REDACTED] at DIA and [REDACTED] to inform them of the status of the operation and what we were doing to fix it. Upon the problem being resolved I called [REDACTED]. I am out of town but still engaged in my operations.

----- Original Message -----

From: [REDACTED]

Sent: Fri, Jul 15, 2011 9:31 am
Subject: Fw: Dunkin Donuts

Hello [REDACTED]

See the problem identified by DIA below.

This situation seems ridiculous and reflects poorly on Dunkin' Brands. For a Dunkin Brands outlet to advise any client that it could not sell coffee due to a grinder issue is totally unacceptable. The problems discussed in the email are self evident - management is not engaged and can't be reached, an alternate source for coffee grounds apparently has not been pursued, etc.

Even if J&B were not a multi-unit operator as you are, I would fully expect J&B to make immediate arrangements to have the coffee supplied from another source until its grinder issue were resolved. I would also expect that the employees are empowered to do what is necessary to get necessary product supplied.

From: [REDACTED]
Sent: Friday, November 01, 2013 3:07 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Food Court in DIAC HQ

This message has been archived.

CLASSIFICATION: UNCLASSIFIED

Please engage and respond.

[REDACTED]

ATTITUDE IS EVERYTHING

From: [REDACTED]
Sent: Thursday, October 31, 2013 1:31 PM
To: [REDACTED]
Subject: Food Court in DIAC HQ

Classification: UNCLASSIFIED

=====

Hello [REDACTED]

In a discussion with a fellow colleague, an idea was discussed that might be beneficial to the agency. I have heard a lot of mixed reviews on the food downstairs during lunch. The breakfast is AWESOME! SUBWAY is AWESOME, but what about a change!

How about bring some favorite restaurants back to our food court. That would boost sales and hopefully a more enjoyable eating environment.

For example, Wendy's (bring them back), Keep SUBWAY, Chick Fila, Pizza Hut, Panda Express, Popeyes, and KFC. Now still keeping the Soup and Salad Bar.

Just an Idea.

Thank You



From: [REDACTED]
Sent: Monday, September 29, 2014 3:16 PM
To: [REDACTED]
Subject: FW: General Discussion - Dunkin Donuts - DIA HQ

SharePoint Discussion Board:
General Discussion
[REDACTED]

Classification: UNCLASSIFIED

[REDACTED] (b)(3):10 USC 424
Please check into [REDACTED] this and get back to me ASAP.

To help Facility Services serve you better, following the delivery of a product or service, please go to NIPRNET and visit our Interactive Customer Evaluation (ICE) site [REDACTED]. Select OSD Agencies; Defense Intelligence Agency; Show All Providers; then select the service you would like to evaluate. Thank you in advance for your valuable feedback.

(b)(3):10 USC 424;(b)(3):50 USC 3024(i)

From: [REDACTED]
Sent: Monday, September 29, 2014 2:45 PM
To: [REDACTED]
Subject: General Discussion - Dunkin Donuts - DIA HQ
SharePoint Discussion Board: General Discussion
[REDACTED]

InterCOMM

A reply to *Dunkin Donuts - DIA HQ* has been added

[Modify my alert settings](#) [View Dunkin Donuts - DIA HQ](#) [View General Discussion](#)

Body: While waiting for my coffee this afternoon, I observed a Dunkin Donuts employee removing the "Monday" expiration stickers from several bags of English muffins and replacing them with stickers that read "Wednesday". The employee was going to great lengths to make sure that each label was completely peeled off before replacing it with the new expiration sticker. I'm not sure if this is standard procedure, but it did appear rather dubious. Based on the other concerns voiced here, it seems appropriate to have a UC health inspection of this vendor.

From: [REDACTED] (b)(3):10 USC 424
Sent: Thursday, November 14, 2013 10:09 AM
To: [REDACTED]
Subject: FW: Need a POC for Cafeteria/Snack bar matters.
(b)(3):10 USC 424

This message has been archived.

CLASSIFICATION: UNCLASSIFIED

Forwarded to you, [REDACTED] (b)(3):10 USC 424

From: [REDACTED]
Sent: Thursday, November 14, 2013 10:06 AM
[REDACTED]
Subject: RE: Need a POC for Cafeteria/Snack bar matters.

CLASSIFICATION: UNCLASSIFIED

(b)(3):10 USC 424;(b)(6)

Good morning, [REDACTED]

(b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

I (we) are requesting it for comments, suggestions, and concerns. My first comment would be that the soups in [REDACTED] are outstanding and I suggest that they find a way to offer them in [REDACTED]. My concerns are related to [REDACTED] still insufficient variety or quantity of self-serve edibles and having a server argue with me over what they were going to put into my tea as opposed to what I wanted. I requested no ice and light on the syrup...the individual insisted they were going to go by the recipe. At \$3.75 for a large tea that probably cost a penny to make, I should get what I want without an argument. The result, I got a sickeningly sweet tea I had

From: [REDACTED]
Sent: Monday, December 17, 2012 8:13 AM
To: [REDACTED]
Subject: FW: Please forward: Thank You "Team SMIOC" (Senior Military Intelligence Officers Conference)

Importance: [REDACTED]

(b)(3):10
USC 424

CLASSIFICATION: UNCLASSIFIED

FYI. Please pass along comments thanking GSI from [REDACTED] to NEXCOM and GSI for the catering provided for SMIOC.

V/r,

Following the delivery of [REDACTED] services, please go to the NIPR net and visit our Interactive Customer Evaluation (ICE) site, at [REDACTED] Select OSD Agencies; Defense Intelligence Agency; Show All Providers. Then select the [REDACTED] service that you would like to evaluate.

(b)(3):10 USC 424

From: [REDACTED]
Sent: Friday, December 14, 2012 6:34 PM
To: [REDACTED]
Subject: Please forward: Thank You "Team SMIOC" (Senior Military Intelligence Officers Conference)
Importance: High

CLASSIFICATION: UNCLASSIFIED

Hello [REDACTED]

Please forward the thank you to [REDACTED] They did a PHENOMENAL job with SMIOC!!
Thank you! [REDACTED]

Good Afternoon

As you know, 12-13 December 2012, LTG Michael Flynn, Director, DIA hosted the Winter Senior Military Intelligence Officers Conference (SMIOC) with over 75 very senior Defense Intelligence leaders in attendance.

This SMIOC was twice the size of the standard SMIOC. The conference was two days instead of one day and it included three guest speakers (ADM James A. Winnefeld, Jr., Vice Chairman, Joint Chiefs of Staff, The Honorable Dr. Ashton B. Carter, Deputy Secretary of Defense, and GEN Keith Alexander, Director, NSA). With that said, you can clearly see there were a lot of moving pieces that required a great deal of coordination and collaboration! Your expertise, responsiveness, professionalism and "can do" attitude were not only impressive but proved to be the vital links to the successful and flawless execution of this very high visibility conference!

SMIOC was a "first class affair" and an absolute success in every way! LTG Flynn was well pleased with each aspect of the conference!

All I can say is "Go Team SMIOC"!!! You have indeed raised the bar!! Thank you wholeheartedly for a job very well done!

V/r



Following the delivery of an Events Management/Customer Service product or service, please go to NIPRNET and visit our Interactive Customer Evaluation (ICE) site. [REDACTED] Select OSD Agencies; Defense Intelligence Agency; Show all service providers for DIA; then select Events Management (Various Venues).

(b)(3):10 USC 424;(b)(3):50 USC 3024(i)

CLASSIFICATION: UNCLASSIFIED

CLASSIFICATION: UNCLASSIFIED

From: [REDACTED]
Sent: Tuesday, August 16, 2011 11:21 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: [REDACTED] (b)(3):10 USC 424;(b)(3):50 USC 3024(i);(b)(6)
FW: Response Requested: comment card submitted for Cafeteria Operations located at [REDACTED]
DIAC Food Court, Defense Intelligence Agency

Can you please check on the two items listed below and get back to me, so I can contact the customer?

Thank you,

-----Original Message-----

From: [REDACTED]
Sent: Monday, August 15, 2011 4:35 PM
To: Bailey [REDACTED]
Subject: FW: Response Requested: comment card submitted for Cafeteria Operations located at [REDACTED] DIAC Food Court, Defense Intelligence Agency

Please respond to customer comment below. Let me know the resolution, if any.

-----Original Message-----

From: [REDACTED]
Sent: Monday, August 15, 2011 1:42 PM
To: [REDACTED]
Subject: Response Requested: comment card submitted for Cafeteria Operations located at [REDACTED] DIAC Food Court, Defense Intelligence Agency

FOUO (For Official Use Only)

All individuals handling this information are required to protect it from unauthorized disclosure.

A comment card was submitted for: Cafeteria Operations on 15 Aug 11 at 12:40 PM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

3 comment cards, including the one indicated in this email, have been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
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Were you satisfied with your experience at this office / facility?

N/A	2	50%
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Question	Customer's Rating	Responses	% Yes
----------	-------------------	-----------	-------

Did the product or service meet your needs?

Yes	3	67%
-----	---	-----

Question	Customer's Rating	Responses	Average Rating
----------	-------------------	-----------	----------------

Facility Appearance	Good	3	4.00
Employee/Staff Attitude	Excellent	3	4.00
Timeliness of Service	Good	2	4.00
Hours of Service	Good	2	3.50

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

Why did the cafeteria stop providing cinnamon at breakfast time near the

oatmeal station? Secondly, when the cafeteria serves food such as Indian food that would normally be served over rice, why is the rice charged as a separate side? The value of my meal without the rice is expensive (nearly 7 dollars for some chicken) but with the rice it's MORE than expensive (and two sides is too much for me, so approaching \$8 for too much food results in me spending too much money for food that's wasted).

Thanks!

****Customer has requested a response from management.****



Use this link to login and enter ICE customer followup information.



~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: Wednesday, July 13, 2011 5:34 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Response Requested: DISSATISFIED comment card submitted for Dunkin Donuts located at [REDACTED]
Defense Intelligence Agency

[REDACTED]
Below is the ICE comment for Dunkin.

Thanks,

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, July 13, 2011 8:11 AM
To: [REDACTED]
Subject: Response Requested: DISSATISFIED comment card submitted for Dunkin Donuts located at [REDACTED]
Defense Intelligence Agency

FOUO (For Official Use Only)

All individuals handling this information are required to protect it from unauthorized disclosure.

[REDACTED]
A DISSATISFIED comment card was submitted for: Dunkin Donuts on 13 Jul 11 at 07:10 AM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
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Were you satisfied with your experience at this office / facility?

No	1	0%
----	---	----

Question	Customer's Rating	Responses	% Yes
----------	-------------------	-----------	-------

Did the product or service meet your needs?

No	1	0%
----	---	----

Question	Customer's Rating	Responses	Average Rating
----------	-------------------	-----------	----------------

Facility Appearance	OK	1	3.00
Employee/Staff Attitude	Awful	1	1.00
Timeliness of Service	OK	1	3.00
Hours of Service	OK	1	3.00

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

Last visit the credit card machine was not working and the only sign was located by the register. Therefore a customer had no idea until they already placed their order. Today, the machine was down again. This time, no sign at the register and the rude lady said "Cash only--sign over there." I looked and there was no sign. Guess I'll go to Starbucks where the credit card machine seems to be more reliable.

Customer has requested a response from management.

Use this link to login and enter ICE customer followup information.

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: Wednesday, August 24, 2011 9:22 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Response Requested: DISSATISFIED comment card submitted for Subway located at DIAC [REDACTED]
Food Court, Defense Intelligence Agency

(b)(3):10 USC 424

[REDACTED] (b)(6)

Please review the below ICE comments with Subway and GSI. Let me know what feedback they have, so I can pass this along to the customer.

Thank you,

[REDACTED]

-----Original Message-----

From: [REDACTED] (b)(3):50 USC 3024(i)
Sent: Tuesday, August 23, 2011 12:42 PM
To: [REDACTED]
Subject: Response Requested: DISSATISFIED comment card submitted for Subway located at DIAC [REDACTED] Food Court, Defense Intelligence Agency

FOOO (For Official Use Only)-

All individuals handling this information are required to protect it from unauthorized disclosure.

[REDACTED]

A DISSATISFIED comment card was submitted for: Subway on 23 Aug 11 at 11:41 AM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

2 comment cards, including the one indicated in this email, have been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
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Were you satisfied with your experience at this office / facility?

No	2	0%
----	---	----

Question	Customer's Rating	Responses	% Yes
----------	-------------------	-----------	-------

Did the product or service meet your needs?

No	2	0%
----	---	----

Question	Customer's Rating	Responses	Average Rating
----------	-------------------	-----------	----------------

Facility Appearance	OK	2	3.00
---------------------	----	---	------

Employee/Staff Attitude	Awful	2	1.00
-------------------------	-------	---	------

Timeliness of Service	OK	2	3.00
-----------------------	----	---	------

Hours of Service	OK	2	3.00
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(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

The Subway in the DIA cafeteria has terrible customer service. The folks behind the counter are clearly displeased that people bother them by placing orders. Some don't even acknowledge your presence. Aside from the often rude and unacceptable attitudes there is a clear trend of these employees to cut corners by not cooking the sandwiches all the way. For the past few months I have had to request that my chicken sandwich be cooked the full 30 seconds so it isn't cold in the middle. If I forget they put it in for 20 or 23 seconds. This ruins lunch and often isn't discovered until I am back at my desk or away from the cafeteria. I shouldn't have to ask for my food to be cooked the standard amount of time it would be in any other Subway restaurant. This is unacceptable and I would appreciate if the staff was properly trained on how to provide the food to the customer. It appears that the Subway staff is more concerned with getting maximum throughput and not in providing a quality product.

****Customer has requested a response from management.****



Use this link to login and enter ICE customer followup information.



~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: Friday, December 02, 2011 9:53 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Response Requested: DISSATISFIED comment card submitted for Subway located at DIAC
Food Court, Defense Intelligence Agency

(b)(3) 10 USC 424

[REDACTED] (b)(3):10 USC 42

Thank you for your feedback regarding Subway. I will bring this issue to their management team.

In the future we will ensure that the food service operations adhere to their posted hours on the days of early closures.

Thank you again for the comments; it is feedback like yours that helps us better the food service operations for everyone.

V/r,

-----Original Message-----

From: [REDACTED]
Sent: Friday, December 02, 2011 9:27 AM
Subject: Response Requested: DISSATISFIED comment card submitted for Subway located at DIAC [REDACTED] Food Court, Defense Intelligence Agency

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

A DISSATISFIED comment card was submitted for: Subway on 02 Dec 11 at 01:58 AM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this iCE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
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Were you satisfied with your experience at this office / facility?

No	1	0%
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Question	Customer's Rating	Responses	% Yes
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Did the product or service meet your needs?

N/A	0	Not Rated
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Question	Customer's Rating	Responses	Average Rating
----------	-------------------	-----------	----------------

Facility Appearance	Good	1	4.00
Employee/Staff Attitude	Poor	1	2.00
Timeliness of Service	Awful	1	1.00
Hours of Service	Awful	1	1.00

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

The day before Thanksgiving (Wednesday), I tried to order food from Subway around 1:50 PM. When I got there, I was turned away and told the restaurant was closed. I asked them what time they closed, and I was informed at 2:00 PM. However, it was not 2:00 PM yet, it was actually 1:53 or so, well before closing, and enough time for me to order a meal. After informing the staff of this, they just snickered, and said they were closed and would not take my order, despite being several minutes before closing time. Logically, this made no sense to me.

As a recommendation, I would inform the staff that they should not turn away customers and say they are closed IF it is not yet closing time.

Customer has requested a response from management.



Use this link to login and enter iCE customer followup information.

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: Tuesday, February 14, 2012 10:20 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Satisfied comment card submitted for Cafeteria Operations located at [REDACTED] DIAC Food Court, Defense Intelligence Agency

Please look into the comments below about the Grab N Go station in the cafeteria and send me a response with the actions taken by GSI.

Thank you,

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, February 14, 2012 7:50 AM
To: [REDACTED]
Subject: Satisfied comment card submitted for Cafeteria Operations located at [REDACTED] DIAC Food Court, Defense Intelligence Agency

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

A Satisfied comment card was submitted for: Cafeteria Operations on 14 Feb 12 at 06:49 AM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

3 comment cards, including the one indicated in this email, have been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
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Were you satisfied with your experience at this office / facility?

Yes	3	67%
-----	---	-----

Question	Customer's Rating	Responses	% Yes
----------	-------------------	-----------	-------

Did the product or service meet your needs?

N/A	2	0%
-----	---	----

Question	Customer's Rating	Responses	Average Rating
----------	-------------------	-----------	----------------

Facility Appearance	Good	2	4.50
---------------------	------	---	------

Employee/Staff Attitude	Good	2	4.00
-------------------------	------	---	------

Timeliness of Service	OK	2	3.50
-----------------------	----	---	------

Hours of Service	Good	2	4.00
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(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

The Grab& go area needed checking. Salads wilted & Yogurt past the sale date

** Customer did NOT provide contact information **

Use this link to login and enter ICE customer followup information.

FOUO (For Official Use Only)

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: Tuesday, February 14, 2012 10:07 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Satisfied comment card submitted for Dunkin Donuts located at [REDACTED] Defense
intelligence Agency

Please see the below comment on the coffee being weak at Dunkin.

Please pass this along to Dunkin's management team, as there may be an issue with the coffee grinder.

Thank you,

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, February 14, 2012 7:46 AM
To: [REDACTED]
Subject: Satisfied comment card submitted for Dunkin Donuts located at [REDACTED] Defense Intelligence Agency

FOUO (For Official Use Only)

All individuals handling this information are required to protect it from unauthorized disclosure.

[REDACTED]

A Satisfied comment card was submitted for: Dunkin Donuts on 14 Feb 12 at 06:45 AM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
----------	-------------------	-----------	-------------

Were you satisfied with your experience at this office / facility?

Yes	1	100%
-----	---	------

Question	Customer's Rating	Responses	% Yes
----------	-------------------	-----------	-------

Did the product or service meet your needs?

No	1	0%
----	---	----

Question	Customer's Rating	Responses	Average Rating
----------	-------------------	-----------	----------------

Facility Appearance	Good	1	4.00
Employee/Staff Attitude	Good	1	4.00
Timeliness of Service	Good	1	4.00
Hours of Service	Good	1	4.00

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

Coffee was extremely weak.

** Customer did NOT provide contact information **

Use this link to login and enter ICE customer followup information.

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: Tuesday, June 14, 2011 3:07 PM
To: [REDACTED]
Subject: FW: Satisfied comment card submitted for Midway Bistro located at DIAC [REDACTED] Defense Intelligence Agency

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, June 14, 2011 12:22 PM
To: [REDACTED]
Subject: FW: Satisfied comment card submitted for Midway Bistro located at DIAC [REDACTED] Defense Intelligence Agency

See comment below.

-----Original Message-----

From: [REDACTED]
Sent: Monday, June 13, 2011 4:15 PM
To: [REDACTED]
Subject: Satisfied comment card submitted for Midway Bistro located at DIAC [REDACTED] Defense intelligence Agency

FOUO (For Official Use Only)

All individuals handling this information are required to protect it from unauthorized disclosure.

A Satisfied comment card was submitted for: Midway Bistro on 13 Jun 11 at 03:14 PM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
----------	-------------------	-----------	-------------

Were you satisfied with your experience at this office / facility?

Yes	1	100%
-----	---	------

Question	Customer's Rating	Responses	% Yes
----------	-------------------	-----------	-------

Did the product or service meet your needs?

Yes	1	100%
-----	---	------

Question	Customer's Rating	Responses	Average Rating
----------	-------------------	-----------	----------------

Facility Appearance	Excellent	1	5.00
Employee/Staff Attitude	Excellent	1	5.00
Timeliness of Service	Excellent	1	5.00
Hours of Service	N/A	0	Not Rated

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

I go to Midway for a breakfast scone every morning and often for their panini sandwiches at lunch. The food is soooo delicious, and the service is great--they have my coffee order memorized. The only down side the price.

** Customer did NOT provide contact information **

Use this link to login and enter ICE customer followup information.

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: [REDACTED] Tuesday, February 12, 2013 8:03 AM
To: [REDACTED]
Subject: [REDACTED] FW: Temperature of soup from the cafeteria
Signed By: [REDACTED]

CLASSIFICATION: UNCLASSIFIED

[REDACTED]

Sent: Tuesday, February 12, 2013 6:49 AM
To: [REDACTED]
Subject: Temperature of soup from the cafeteria

CLASSIFICATION: UNCLASSIFIED

[REDACTED]
The last two time I purchased soup from the cafeteria it was barely lukewarm. The steam table does not appear to be used. Per USDA, soup should be heated to 165 degrees and then held between 135 - 140 degrees.
VII
[REDACTED]

CLASSIFICATION: UNCLASSIFIED

CLASSIFICATION: UNCLASSIFIED

From: [REDACTED]
Sent: Thursday, July 24, 2014 10:32 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Healthy Food Choices

Classification: UNCLASSIFIED

=====

Hello [REDACTED]

(b)(3):10 USC 424

I am currently participating in the DIA Health Wise Program sponsored by Employee Health and Wellness Services. [REDACTED] This dynamic 12-week program is teaching us how to make healthier food choices to improve our overall health.

I am writing to request that DIA provide a "HEALTHY" Smoothie venue and a frozen yogurt machine so that all employees may make HEALTHIER choices! The smoothies at the MIDWAY café consist of a squirt of liquid flavor and there is nothing healthy about them. We want REAL FRUIT AND VEGGIE SMOOTHIES PLEASE!! Also, frozen yogurt with natural toppings would be a welcome addition to help us lose the extra pounds!

NSA has a JAMBA JUICE venue which boasts "Whole Food Ingredients with a Whole Lot of GOODNESS". Maybe DIA will consider this sensible option.

Thank you for your consideration! I think you will find that there are a lot of folks at DIA who would welcome these HEALTHY additions – not just the Health Wise participants.

=====

Classification: UNCLASSIFIED

From: [REDACTED]
Sent: Friday, January 25, 2013 11:34 AM
To: [REDACTED]
Subject: In appreciation of Nature's Table

CLASSIFICATION: UNCLASSIFIED

[REDACTED]

I would like to compliment cafeteria services on the selection of Nature's Table to provide the salad bar at DIA HQ. It is one of the best salad bars I have had the pleasure to eat from at any cafeteria. The food is always fresh and tasty, there is a variety of choices, and a nutrition guide is available. Furthermore, the workers at this station are pleasant and keep the area clean.

My compliments to the managers, staff, and food preparers.

[REDACTED]

CLASSIFICATION: UNCLASSIFIED

From: [REDACTED]
Sent: Thursday, November 21, 2013 1:57 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Incidents Reported by [REDACTED]

(b)(3):10 USC 424

This message has been archived.

CLASSIFICATION: UNCLASSIFIED

Good afternoon, [REDACTED]

(b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

I encouraged [REDACTED] to call you, as I was disquieted by what she told me about being overcharged two days in a row in the [REDACTED] café and then being refunded in cash for the overcharge, only caught after she asked for her receipt (she will follow up with her recounting of the events). I have had moments in the [REDACTED] café when I felt the total of my purchases were not as previously charged on the same items. I routinely pass on receiving my receipt, as do most I see ahead of me, so I dismissed it due to a faulty recollection of my purchases. Secondly, the total reflected on the cash register display (for customer viewing) rarely reflected the total requested, particularly when I had multiple items. I commented on this once and I received a shrug and a comment about the system being slow to respond.

(b)(3):10 USC 424

[REDACTED] recounting of the incidents involving her and my own experiences raised concerns regarding employee [REDACTED]

(b)(3):10 USC 424

May be classified up to **REF ID: A90909**
(b)(3)(D) USC 3024(i)

InterCOMM

InterCOMM Articles Announcements A-Z Links Discussion Board IT @Mets Calendar Milestones In Memoriam DIA Homepage

InterCOMM [Announcements : Dunkin Donuts - Now Hiring](#) [Close](#)

[New Item](#) | [Edit Item](#) | [Delete Item](#) | [Workflows](#) | [Alert Me](#)

TITLE Dunkin Donuts - Now Hiring

BODY Workers needed immediately to open Dunkin Donuts located in DIA HQs.
Hours of operation 5:30 am - 3:30 pm.

EXPIRES 9/7/2012 [\(b\)\(6\)](#)

SUBMITTING DIRECTORATE [\(b\)\(6\)](#) [Close](#)

(b)(3)-50 USC 3024(i)

InterCOMM

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InterCOMM

General Discussion

Actions Post View: Flat

Subject Post Posted By

Started: 4/23/2013 10:55 View Properties

Dunkin Donuts **Dunkin Donuts**

I'm sure there are businesses that would give their right arm to have a coffee shop set up here within our organization. With this being said, why would we settle for an establishment that is so ill prepared for business in the morning like Dunkin Donuts? Have you ever had "No Iced" for drinks at 0800 in the morning? How about no meats for breakfast sandwiches during the hour of 8-9? How about a skeleton crew that cannot accommodate the 20-30 people standing patiently in line? Lastly, limited Iced Coffee flavors when they advertise atleast six or seven. The manager of this location needs to step up and organize his team as to staffing when it is desperately needed and ensure that they are well prepared for business (to include products) when they open the doors. This business is making a fortune within our organization but this can be quickly changed if they do nothing to enhance our experience every morning. What say you??

4/23/2013



General Discussion

Subject Post

Posted By

Started: 1/17/2013 15:29

Having Waffles Withdrawn....

The waffle irons went out for repair...really wish they would make a comeback!

I found my morale has gone down by 85% since the irons went to the shop :-(

If anyone knows anything about the waffle irons, please...let me know!

Sincerely,
Employee with the syrup and no waffles

Posted: 1/17/2013 15:32

(b)(3):10 USC 424

Reading this post reminded me of when we were at ██████████ in November 2011, having only MREs for weeks already, and reading a EMAS_ALL ██████████ notifying everyone that they regrettably report that the Canteen 2nd floor box would only be available twice a week.

(b)(3):10 USC 424

I want waffles! :-(You guys have waffles!

May be classified up to 

InterCOMM

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InterCOMM

General Discussion

Actions

View Post

Subject Post

Posted By

Started: 2/14/2012 12:28

View Properties

Cafeteria

Kudos!

2 new

Cafeteria Kudos!

I know this is usually a forum for complaining about DIA services, but I just wanted to take a second to share some praise for a exemplary cafeteria employee!

In these times of budget constraint, we all have to do our part to eliminate waste. To that end, I want to highlight the efforts of one of the fry cooks at the burger/grill section of the cafeteria! While removing chicken wings from the fryer, this outstanding public servant's partner dropped a large wing to the floor. While many of us (perhaps even most) would have thrown that wing (and the funds spent on it) away without a thought, this conscientious individual retrieved this errant wing and returned it to the warming oven to await consumption.

In our throw-away culture, this is the sort of economically and ecologically responsible behavior we should all seek to emulate in our daily lives. I hope my children can grow up in a world where our resources are used with such little waste.

Does anyone know if DIA (or greater DOD) has a anti-waste award, or perhaps a "Green" Award to recognize such contributions? And, if so, how would I go about nominating this everyday hero?

Kudos, sir!

Posted: 2/14/2012 12:33

View Properties

(no

(0) new

ewwwww! 5 sec rule is all well and good at home but at the DIA/C where we KNOW we have rodent and roach problem. Ewww!

Show Quoted Messages

InterCOMM

May be classified up to T₁

(b)(3):50 USC 3024(i)

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InterCOMM

General Discussion

Actions

Subject

Post

View: Flat

Posted By

Started: 10/20/2011 10:27

View Properties

Dunkin

Donuts^{1 new}

Dunkin' Donuts

What is with this place? No one knows what line to go in, the employees are yelling at people, it's so slow it's irritating. Is there a manager? It's like a cluster down there.

Are they really making more money adding their breakfast items? Looks like there are more employees but longer lines. It was much better when it was self-serve. They seriously need some time/motion studies. And bring the "Have a blessed day" woman back out front-- she was nice.

May be classified up to T-4 NF

InterCOMM

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InterCOMM

General Discussion

Actions ▾

View: [Flat](#)

Subject: Post

Posted By

[View Properties](#)

Started: 8/6/2014 11:06

Dunkin
Donuts -
DIA
HQ?new

Dunkin Donuts - DIA HQ

It has been brought to my attention recently that while patiently waiting for my sandwich to be prepared at Dunkin Donuts I witnessed one of the employees handle the trash/garbage. That same employee was responsible for preparing the sandwiches and hash browns. After handling the trash the employee went back to preparing the food without changing their gloves. I did not see that employee remove their gloves, wash their hands, and put on fresh gloves. So without making a scene, I discreetly went back to the cashier, cancelled my food order, gave back my beverage, and requested a full refund. That same employee overheard my discussion with the cashier, immediately removed the gloves, and tried to explain themselves. There is no explanation that could've made this situation any better furthermore, I refuse to be a patron of a place where they are so lax on sanitation. It's bad enough we have to deal with rodents and sometimes roaches but this... Makes you think what they do at home...

InterCOMM

May be classified up to [redacted]

(b)(3):50 USC 3024(i)

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InterCOMM

General Discussion

Actions

Subject Post

View Post

Started: 6/22/2012 8:34

View Properties

Salad Bar [redacted]

How do we get buttermilk ranch dressing back on the salad bar? There has been none all week, and it's arguably the most popular of all the dressings.

(b)(3):10 USC 424

This has been an ongoing problem that we were told would be fixed.

May be classified up to **CONFIDENTIAL**

The LMC General Discussion

InterCOMM

InterCOMM Articles Announcements Director's Corner A-Z Links Discussion Board IT Shorts Calendar Milestones In Memoriam ODA Homepage

General Discussion

Advert Post View File

Subject Posted By

Started: 11/20/2012 12:44 View Properties Reply

Salad Dressing In Cafeteria

Dressed In Cafeteria? new

The cafeteria has all these ready made salads, but never has enough salad dressing packets for the salads. They have one box of dressing, which is not enough to last and never has good kinds of dressing in it.

It would be nice if the cafeteria had a box for each flavor of dressing. NOT all fat-free dressing, either. I love the Country French, they usually don't have it, but saw it today. Please keep Country French in stock!

11/20/2012

Thank you for your comments. This office will address your comments/concerns with the Contracting Officer Representative for the in-house food service provider, Guest Services, Inc. A response to your comments will be provided as soon as possible.

Thank you,

Sent: Thursday, September 19, 2013 3:26 PM
To: [REDACTED]
Subject: LUNCH TODAY

CLASSIFICATION: UNCLASSIFIED

Good Afternoon [REDACTED]

I just wanted to share with you that today a colleague and I purchased lunch in the cafeteria (Chicken wings and French Fries) and it tasted and appeared as if the grease needed to be changed. I know that you strive on providing a safe, clean, and healthy environment, so I thought I'd bring this matter to your attention. Thanks in advance for your time regarding this matter.

Respectfully,
[REDACTED]

From: [REDACTED]
Sent: Wednesday, August 24, 2011 2:36 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: MIDWAY COFFEE SHOP

CLASSIFICATION: UNCLASSIFIED

[REDACTED]
Good afternoon sir! We were given your name as the POC for the Midway Bistro at the DIAC.

FYI, since [REDACTED] came back from her leave...the coffee tastes like coffee again / much better. The folks that were there while [REDACTED] was out, although very nice and helpful, a couple of them I don't think really know how to make the frapuccinos or iced coffees. I am not going to throw anyone under the bus by giving you names, but they were all very nice.

For some reason, the coffee tasted like it did not have enough shots/lacking that distinguished Starbucks flavor for two weeks straight. I have been going to the Midway for coffee daily (Mon-Fri) for about 2 years now and have not had issues until [REDACTED] all left one day. Is there a suggestion box anywhere outside of the Midway? I can assure you that I was not the only one that thought something was lacking with the coffee flavor about a week or so ago.

Again, when the staff was asked twice in a row (on two separate days while [REDACTED] was out) to re-make/re-do the coffees, they were very nice and helpful. A couple just probably need training on "how to make coffee"...maybe it's something else, but training to make coffee while people are expecting a good cup of coffee first thing in the morning, is not the time for OJT. Thanks for your time.

V/R,
[REDACTED]

CLASSIFICATION: UNCLASSIFIED

From: [REDACTED]
Sent: Friday, May 16, 2014 6:52 AM
To: [REDACTED]
Subject: More Complaints

Sir

Just want to bring to your attain complaints I've received about the cafeteria staff. Lunch time yesterday (about 1145) people went to get ketchup for the dispenser it was empty. When this was brought to the attention of the staff costumer were told there is a box of ketchup packet under the counter and they have to get it themselves. When I asked the staff to put more out I was told they didn't have time. I then got the box out myself for the costumers. I've talk to the new GM (I think that's his title) about these type of ongoing problem with no action. I never seem to see the GM during the busyness time of the day on the floor to help the staff with these type of problems. Any help you could provide in correcting these type problem so they don't keep arising will be greatly appreciated. Any question or concerns please contact me.

Thanks

[REDACTED]

From: [REDACTED]
Sent: Thursday, November 06, 2014 10:22 AM
To: [REDACTED]
Subject: New Food Station

CLASSIFICATION: UNCLASSIFIED

Good morning,

Just wanted to bring to your attention the new food station which replaced Dominic's had cash register issues this morning.

I tried them this morning for the first time, the breakfast sandwich was good for \$3.62. The cash register would not open this morning @ 0600am on credit cards were working. So, I didn't get my change and I will try them again next week.

Enjoy your day.

Vr,

[REDACTED]

CLASSIFICATION: UNCLASSIFIED

From: [REDACTED]
Sent: Thursday, February 09, 2012 12:01 PM
To: [REDACTED]
Subject: [REDACTED] at Midway Bistro

CLASSIFICATION: UNCLASSIFIED

[REDACTED]
I just wanted to share some praise for [REDACTED] in the Midway Bistro. [REDACTED] is really fantastic. She is quick, efficient, cheerful, remembers people's orders, and really makes the place a smooth running machine, especially during the morning and lunch rush. She's very good at her job and very appreciated by her customers!

Thanks,
[REDACTED]

CLASSIFICATION: UNCLASSIFIED

Sent: [REDACTED] Tuesday, April 02, 2013 2:04 PM
To: [REDACTED]
Subject: [REDACTED] please pass suggestion to cafeteria manager

CLASSIFICATION: UNCLASSIFIED

Good afternoon, [REDACTED]

I was talking to a few colleagues today about the wonderful selection of fresh items in the salad bar, such as hummus, black rice, Israeli couscous, etc. Something else fresh that we would like to see offered to employees and which endures year round is baked potatoes. Please ask the cafeteria manager to consider a baked potato bar with butter, cheese, sour cream and those fake bacon bits, and preferably at a price equivalent to Wendy's.

Many thanks.

ICE

**Question Summary
for Cafeteria Operations****01 January 2013 to 31 December 2013*****DoD Required Questions**

Overall Satisfaction Question	Responses	% Satisfied	-
Were you satisfied with your overall experience?	2	● 0%	-
Standard Scale Questions	Responses	Average Rating	% Top Rating
Facility Appearance	2	▽ 3.50	0%
Employee/Staff Attitude	2	▽ 3.00	0%
Timeliness of Service	2	● 2.00	0%
Hours of Service	2	▽ 3.50	0%
Yes/No Questions	Responses	% Yes	-
Did the product or service meet your needs?	2	● 0%	-

Ratings are not meaningful until at least 25 responses have been entered.

Status Indicators:**Satisfaction and Yes/No Questions (Percentage):**
● 100%-85% ▽ 84%-65% ● 64%-0%**Standard Scale Questions (Average Rating):**
● 5.00-4.00 ▽ 3.99-2.75 ● 2.74-0

From: [REDACTED]
Sent: Tuesday, December 24, 2013 12:43 PM
To: DIA Restaurant Fund
Cc: [REDACTED]
Subject: [REDACTED] Price Increase

This message has been archived.

CLASSIFICATION: UNCLASSIFIED

(b)(3):10 USC 424

(b)(3):10 USC 424

I do not see how you can justify this large an increase in the cost of menu prices at the [REDACTED] [REDACTED]....the average lunch costs already approaches the \$9-10 range for a sandwich, chips and drink, or a grill item with drink. These prices are not currently competitive with the local restaurants and we are only given the convenience of onsite food service for at best mediocre food. For the base work force population here at [REDACTED] I would estimate the lunch time service at [REDACTED] is less than 10% of the population on a good day....and will predict that number will only decrease with this price increase. I generally eat between 1130 and 1200 most days and I do not see a high flow of people through the [REDACTED] cafeteria at what one would expect to be a peak service period. I wonder if the real reason for the increase is not as listed below, but is being made in an attempt to make up profits for less than predicted volume of business?

(b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

From: [REDACTED] (b)(3):10 USC 424
Sent: Monday, October 28, 2013 8:52 AM
To: [REDACTED]
Subject: Bistro [REDACTED] (b)(3):10 USC 424

This message has been archived.

CLASSIFICATION: UNCLASSIFIED

I am writing to make some suggestions for the Bistro that would benefit the occupants of [REDACTED] (b)(3):10 USC 424

There have been many mornings I've walked down to the Bistro and some mornings there are hard boiled eggs and some mornings they say either they're not there yet or they're not getting them. That is unacceptable. We feel like the step-children over here. There is no reason the Bistro in [REDACTED] can't make toast, English muffins, etc.... They are able to toast a bagel so why can't they make other items that require toasting. Also, it would be nice if they could make microwavable breakfast sandwiches for example.

(b)(3):10 USC 424

We were told when we moved into [REDACTED] in August that the Bistro would also have hot items; to this day we haven't seen any hot items for breakfast or lunch. I am not the only occupant of the building who is unhappy with the limited items/services in the Bistro. I am writing on behalf of many occupants here in [REDACTED]

(b)(3):10 USC 424

We all hope to

From: [REDACTED]
Sent: Tuesday, May 14, 2013 1:08 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Coffee in the Cafeteria

Okay Thanks.

From: [REDACTED]
Sent: Tuesday, May 14, 2013 12:26 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Coffee in the Cafeteria

Good afternoon [REDACTED] (b)(3):10 USC 424

Just following up with you on our conversation reference Seattle's Best flavored coffee in the Cafeteria. I informed [REDACTED] that we spoke and that you agreed that the coffee will be brewed up until 9:00AM. Also, so that there would be no confusion, please remove coffee urns when they are empty or place signage up.

Thank you,

(b)(3):10 USC 424

From: [REDACTED]
Sent: Thursday, April 25, 2013 12:49 PM
To: [REDACTED] (b)(3):10 USC 424
Subject: RE: DISSATISFIED comment card submitted for Dunkin Donuts located at [REDACTED]
DIA HQs, Defense Intelligence Agency

(b)(3):10 USC 424

[REDACTED] (b)(3):10 USC 424

I pulled up the other one from earlier
It's the same identical statement.
[REDACTED] was here this morning...and will be coming back to
meet with when you have the time to discuss all issues.

From: [REDACTED]
Sent: Thursday, April 25, 2013 12:34 PM
To: [REDACTED]
Subject: FW: DISSATISFIED comment card submitted for Dunkin Donuts located at [REDACTED] DIA HQs,
Defense Intelligence Agency

FYI.

-----Original Message-----

From: [REDACTED]
Sent: Thursday, April 25, 2013 10:17 AM
To: [REDACTED]
Subject: FW: DISSATISFIED comment card submitted for Dunkin Donuts located at [REDACTED] DIA HQs,
Defense Intelligence Agency

Customer did not give name. Could be same customer from the other day. [REDACTED] please give me feedback on the action
taken [REDACTED] will get involved.

(b)(3):10 USC 424

(b)(3):10 USC 424

ATTITUDE IS EVERYTHING

-----Original Message-----

From: [REDACTED]
Sent: Thursday, April 25, 2013 8:00 AM
To: [REDACTED]
Subject: DISSATISFIED comment card submitted for Dunkin Donuts located at [REDACTED] DIA HQs, Defense
Intelligence Agency

A DISSATISFIED comment card was submitted for: Dunkin Donuts on 25 Apr 13 at 06:59 AM CT

Reports on this submission may be viewed, until the end of the month of 12/2018.

View and choosing an option from the report's menu.

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log your attempt made to mitigate the issue by using the 'Customer Followup' section in TCE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

2 comment cards, including the one indicated in this email, have been submitted for this service provider during the past 90 days (or since this TCE site began accepting comment cards, if less than 90 days.)

Responses:

1. (10) Required Questions:

Question Customer's Rating

Were you satisfied with your experience at this office? (1 = "No")

1

Question Customer's Rating

Did the provider or staff treat you like you were?

NO

Question Customer's Rating

Customer Appearance Good
Employee/Staff Attitude Awful
Pain/Use of Service Awful
Honor of Service Good

Section C: Comments:

Service is EXTREMELY slow, and the workers would constantly complain about their job. The line is always long, though because the workers are so busy gossiping with each other and with none of them regular customers. They're not out of the and sweep first thing in the morning, they don't clean up. One customer ordered a decaf coffee at 10:30 and 15 minutes later asked the cashier who took his order which coffee he had! "oh w don't have coffee 10:30". He asked why she didn't tell him when he ordered and why she made him wait for something that was not coming, and she rolled her eyes at him and just yelled "Next". For the next customer, one of the other employees had to tell her "Well, at least give him back his money". There is no one else faster than them, they're all lazy, and rude. And who ever is the manager should be fired, because she shouldn't be letting his employees act this way! To be honest, this D1 has ruined me off from any D1 I see. I used to prefer D1 over Krispy Kreme, but not anymore.

** Customer did NOT provide contact information**

Use this link to login and enter TCE customer followup information and view the customer response to comment card questions.

From: [REDACTED]
Sent: Thursday, November 21, 2013 4:49 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Incidents Reported by [REDACTED]

(b)(3):10 USC 424

This message has been archived.

CLASSIFICATION: UNCLASSIFIED

Good afternoon [REDACTED]

(b)(3):10 USC 424

After speaking with [REDACTED] this afternoon, I immediately contacted the contracting officer representative (COR) to request that he discuss the matter with the food service provider and investigate your concerns.

(b)(3):10 USC 424

As a result, Market Basket requires employees to call the on-site manager for authorization to provide refunds; the manager was aware of the refund that [REDACTED] informed me of. Per the Market Basket Manager, employees are not provided the code to make returns themselves. The employee in question did in fact contact and inform the on-site manager reference your refunds.

(b)(3):10 USC 4

Also, in response to [REDACTED] comment that receipts should be automatically provided to customers will be implemented. The COR will contact the manager first thing in the morning to begin instituting this. If customers elect not to take them, a basket will be placed by the register to place them in.

From: [REDACTED]
Sent: Wednesday, August 21, 2013 12:11 PM
To: [REDACTED]
Cc: [REDACTED]

Subject: RE: INTERCOMM Comment about [REDACTED]
Signed By: [REDACTED]

(b)(3):10 USC 424

(b)(3):10 USC 424

CLASSIFICATION: UNCLASSIFIED

Sir,

As with all food service feedback we have notified NEXCOM but we will provide them the email as requested. There has been no indication of any recent issues and as you mention this appears to be a rehash of old concerns and some urban legends (roach in ice machine). [REDACTED] are on top of the pest protection process and are coordinating an upcoming visit by base entomology. While we have no indication that the base will cease providing this service, with budget cuts and sequestration there is always a chance so we are looking to develop contingency plans using commercial vendors.

As for service I am not aware of any issues but it might be a little lower than normal until GSI can replace the personnel that were released due to zero badge issues. As other employees pick up the extra work their patience and tolerance may be stretched. We will make sure our NEXCOM rep is monitoring

To help [REDACTED] serve you better, following the delivery of a product or service, please go to NIPRNET and visit our Interactive Customer Evaluation (ICE) [REDACTED] Select OSD Agencies, Defense Intelligence Agency; Show All Providers, then select the service you would like to evaluate. Thank you in advance for your valuable feedback

(b)(3):10 USC 424;(b)(3):50 USC 3024(i)

Subject: FW: INTERCOMM Comment about [REDACTED]

CLASSIFICATION: UNCLASSIFIED

(b)(3):10 USC 424

(b)(6)

Get this e-mail transferred to the NIPR and provide copies to all NEXCOM. Give a hard copy to [REDACTED] and the food service provider downstairs. Assure that our rodent protection is still in order. Thank you.

ATTITUDE IS EVERYTHING

Sent: Wednesday, August 21, 2013 8:06 AM

To: Flynn Michael T LTG DIA USA MIL

Subject: RE: INTERCOMM Comment about [REDACTED]

(b)(3):10 USC 424

CLASSIFICATION: UNCLASSIFIED

Yes Sir, I do see them all and share them with the appropriate folks who are responsible for the particular service. Since I provide the food services for all locations I am acutely aware of the overall food service in all locations. I know that most of these folks who do the posting look for a string and turn it into a rope so I am very careful about which ones I engage. Some people are just mean spirited and have bones to pick with the DIA HQ food service because of former disputes. Every so often there are a bevy of comments that originate with one person. It is sort of like who can tell the biggest war story.

I guarantee that we do all the rodent prevention in the world; have not seen cockroaches in the cafeteria, certainly not in the ice machines (I don't doubt their existence because we have them (as well as mice) in this old building. We have a rodent prevention process in this building and follow it diligently. We have our MWR employees inspect the cafeteria daily.

All that said, I realize that in business, "perception is reality" and I share all of these with the local food service provider; the Navy Exchange Command (who also provides the vendor at [REDACTED] and our MWR food service personnel.

[REDACTED] (b)(3):10 USC 42

ATTITUDE IS EVERYTHING

(b)(3):10 USC 424

From: Flynn Michael T LTG DIA USA MIL

Sent: Tuesday, August 20, 2013 6:11 PM

To: [REDACTED]

Subject: FW: INTERCOMM Comment about [REDACTED]

(b)(3):10 USC 424

CLASSIFICATION: UNCLASSIFIED

(b)(3):10 USC 424

??? do you see these kind of comments???

(b)(3):10 USC 424

"I will agree with the poster's comments about the cafeteria. I was reassigned back to DIA HQ, after being in [REDACTED]. 1. The cafeteria in [REDACTED] is way better than the DIA HQ cafeteria and is cheaper in pricing than eating out in the local area. Friendlier staff, no cockroaches in the ice machine or mice running around or bugs in the salad bar, the service staff not using utensils that were dropped on the floor or being rude in general. The food actually tastes good and won't send you to the bathroom every 5 minutes.

Michael T. Flynn
LTG, USA

[REDACTED] (b)(3):10 USC 424

Sent: Tuesday, August 20, 2013 10:19 AM
To: Flynn Michael T LTG DIA USA MIL
Subject: INTERCOMM Comment about [REDACTED]

(b)(3):10 USC 424

CLASSIFICATION: UNCLASSIFIED

Sir,

(b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

Just wanted you to see what some folks were talking about on the INTERCOMM page.

(b)(3):10 USC 424

I thought I would share the message below that [REDACTED] received from an employee who recently moved to [REDACTED]

This is the kind of feedback that makes us in [REDACTED] want to come to work in the morning and do the best we can for the Team. We worked on the [REDACTED] for 5 years and the Agency made a huge investment. Glad to hear it paid off.

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"I wanted to take a quick moment to tell you how impressed my coworkers and I are with everything here at the facility. My office moved to [REDACTED] last week (last week we sat in temporary seats in [REDACTED] and this week we were given permanent seats in [REDACTED] and so far everything has been just great! I have to admit my coworkers and I were not looking forward to our relocation from the DIAC to [REDACTED] and couldn't figure out why our leadership had signed us up for such a move. As soon as my coworkers and I entered the [REDACTED] however I have to say at least 90% of us changed our tune and are very happy with our new work site. The facilities themselves from the lobby to the cafeteria to the work spaces and kitchen areas are spacious and beautiful. All of the facility workers from the cafeteria staff to the coffee shop worker to the custodial and security staff have been just great, I have heard every one of my coworkers comment on how nice every cafeteria staff member has been and also how great the food is. My coworkers and I were even enticed to go down to the cafeteria and have lunch last week, something we haven't done once in my four years at the DIAC haha. Anyways to make a long story short, kudos to everyone at the [REDACTED] for welcoming us and giving us a pleasant place to work. I am [REDACTED]'s representative to the [REDACTED] Council of Employees and I will be sure to share my thoughts with all of them ☺

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While the bulk of comments were positive it did give some folks a reason to complain about the DIA Proper cafeteria such as the comment below:

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"I will agree with the poster's comments about the cafeteria. I was reassigned back to DIA HQ, after being in [REDACTED]. 1. The cafeteria in [REDACTED] is way better than the DIA HQ cafeteria and is cheaper in pricing than eating out in the local area. Friendlier staff, no cockroaches in the ice machine or mice running around or bugs in the salad bar, the service staff not using utensils that were dropped on the floor or being rude in general. The food actually tastes good and won't send you to the bathroom every 5 minutes.

I don't know why the DIA HQ cafeteria has such a problem. Are they locally (meaning DC) contracted? I have eaten at a couple other gov't facilities in northern VA and the service is always superior than the gov't cafeteria facilities in DC or MD. If I want to eat a Subway sandwich, I make the trek to the PX on base vice patronizing the HQ cafeteria. But most times I bring."

Just wanted you to see some of the sentiment out there.

V/r,



Defense Intelligence Agency
Joint Base Anacostia-Bolling

(b)(3):10 USC 424

CLASSIFICATION: UNCLASSIFIED

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From: [REDACTED]
Sent: Monday, April 25, 2011 11:48 AM
To: [REDACTED]
Subject: Response Requested: DISSATISFIED comment card submitted for Cafeteria Operations located at [REDACTED]
DIAC Food Court, Defense Intelligence Agency

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.
[REDACTED]

A DISSATISFIED comment card was submitted for: Cafeteria Operations on 25 Apr 11 at 10:47 AM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days). Averages and response counts for individual questions do not include responses of N/A.

Ratings:

---DOD Required Questions---

Question	Customer's Rating	Responses	% Satisfied
Were you satisfied with your experience at this office / facility?	No	1	0%
Question	Customer's Rating	Responses	% Yes
Did the product or service meet your needs?	No	1	0%
Question	Customer's Rating	Responses	Average Rating
Facility Appearance	Excellent	1	5.00
Employee/Staff Attitude	OK	1	3.00
Timeliness of Service	Poor	1	2.00
Hours of Service	Excellent	1	5.00

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

The cafe operations have been slowly deteriorating. Daily the cashiers are not at stations at 11am opening time. Today the cashier manager came out to look, saw huge lines at 11:05, poured a soda and went in the back. Nobody appeared for over 5 minutes to address the huge lines. Also, the ice/water machine has been broken for some time. The cashiers should all be on station to address the opening surge at 11am.

****Customer has requested a response from management.****

Customer Contact Info:

[REDACTED]

Use this link to login and enter ICE customer followup information.

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

From:
Sent:
To:
Subject:

Friday, February 15, 2013 8:19 AM (b)(3):10 USC 424

Response Requested: DISSATISFIED comment card submitted for Charlie Chang's located at DIA HQs [REDACTED] Food Court, Defense Intelligence Agency

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

A DISSATISFIED comment card was submitted for: Charlie Chang's on 15 Feb 13 at 07:18 AM CT

Reports on past submissions may be viewed online by logging into ICE at [REDACTED] and choosing an option from the reports menu.

(b)(3):10 USC 424;(b)(3):50 USC 3024(

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days).

Responses:

---DOD Required Questions---

Question Customer's Rating

Were you satisfied with your experience at this office / facility?
No

Question Customer's Rating

Did the product or service meet your needs?
No

Question Customer's Rating

Facility Appearance OK
Employee/Staff Attitude OK

Timeliness of Service	Good
Hours of Service	Good

Customer Comments:

Even if I eliminated the side by side comparison with our cafeteria to the cafeteria at the other IC agencies, the overall quality/cost ratio definitely needs to be re-evaluated. I believe that the convenience of the facility's location is misleading the officials with regards to the overall satisfaction of the service. Let's get into specifics: Charlie Chang's is awful. The egg/spring rolls have on many occasions tasted as if they were going bad which left me no other choice but to never purchase them again. The entrees are not good and the protein (chicken, beef, etc) does not taste recognizable and is usually disguised under a sauce (not tasty at all).

****Customer has requested a response from management.****

Customer Contact Info:

[REDACTED] (b)(3):10 USC 424

Use this link to login and enter ICE customer followup information and view the customers responses to comment card questions.

[REDACTED]

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

From: [REDACTED]
Sent: Friday, February 17, 2012 8:11 AM
To: [REDACTED]
Subject: Salad Bar

CLASSIFICATION: UNCLASSIFIED

Sir,

I put part of this comment in writing at the food court, but I thought I would follow up with this e mail. As a rule the salad bar has available breaded chicken tenders to be put on the salad. Those tenders are full of real chicken, and are fresh and tasty when not overcooked. For a few days a couple of months ago, they were replaced by tiny chicken nuggets. The problem was there was no chicken in them to be found. They were small pieces of overcooked and dried out breading. To the credit of who appeared to be a chef and/or supervisor, I brought this to his attention and the breaded chicken tenders returned the next day and remained until this week. Once again the tiny, awful, nuggets returned to the salad bar. I saw the same man, and reminded him of his promise never to use them again. He told me that they ran out of the tenders so they used the nuggets again. This might be understandable but the same horrible nuggets have been used on the salad bar all this week.

Anything you can do to help would be appreciated. Take a look for yourself if the nuggets are still there. They have literally no noticeable chicken in them and are horrible.

One more thing, on quite a few occasions there is has been no buttermilk ranch available at the salad bar. Several times the bottles of dressing have been mislabeled, causing me to put some other type of dressing onto my salad thinking it was the buttermilk ranch. Several times I have brought this to the attention of the staff by the salad bar, but I have received for the most part an attitude of indifference. Their attitude came was basically so what, deal with it, like I was bothering them. The unfriendly attitude at the salad bar is much different form the nice helpful staff elsewhere in the food court.

Thank you in advance for your help in this matter.

CLASSIFICATION: UNCLASSIFIED

Subject:

FW: Starbucks food safety issue

Classification: UNCLASSIFIED

Classification: UNCLASSIFIED

FYI

Sent: Wednesday, November 18, 2015 2:15 PM

To: [REDACTED]

Subject: Starbucks food safety issue

Classification: UNCLASSIFIED

This morning I purchased a breakfast sandwich at the Starbucks located at the DIA Headquarters. After it was heated, I sat down to eat with a colleague. Two bites in, I observed that the inside of my sandwich was cold, and raw, uncooked egg yolk was coming out of my sandwich. This clearly indicates that the egg was not cooked to a temperature necessary to prevent salmonella. I thought you should be aware of this.

Sincerely,

Classification: UNCLASSIFIED

Classification: UNCLASSIFIED

Classification: UNCLASSIFIED

Subway
[REDACTED]
Subject:

CLASSIFICATION: UNCLASSIFIED

Sir. I went down today and ordered a "Chopped Salad" with turkey and bacon. They only gave me 1 slice of bacon and when I asked them if they were going to chop it up they told me they did not do that. If it is a CHOPPED SALAD and I have had them other places, why would they not chop up the ingredients in the salad? Also when they rang it up it was \$6.25 but I had to pay \$7.70 and they did not give me a receipt.

I hope you will get back to me on this. Thank you.

Following the delivery of services, please go to the NIPR net and visit our Interactive Customer Evaluation (ICE) [REDACTED] Select OSD Agencies: Defense Intelligence Agency: Show All Providers. Then select the [REDACTED] service that you would like to evaluate.

(b)(3):10 USC 424,(b)(3):50 USC 3024

From: [REDACTED]
Sent: Monday, August 05, 2013 8:08 AM
To: [REDACTED]
Subject: Suggestion for the [REDACTED] Cafeteria

CLASSIFICATION: UNCLASSIFIED

Good Morning [REDACTED]

I'd like to request that the [REDACTED] Cafeteria offer Oatmeal in the morning without any additives (honey, sugar, cinnamon, etc) so that **those with diabetes** can have some kind of cereal without sugar to eat. The cream of wheat also has the same additives already included. I've requested this of the shift manager and the general manager several times, but to no avail. This morning the general manager indicated the following reasons why he "cannot" have prepared oatmeal without additives.

- Lack of a place to put it anywhere "else" in the cafeteria
- Lack of customer base (does not want to risk wasting even a pot with 5-10 servings if no one will purchase it)
- Waiting for more people to populate the building (in general) before adding any new menu items

He is willing to "look into getting" the prepackaged oatmeal without sugar. While it would resolve the issue by having a sugar-free cereal choice, it forces the customer to now take it back to their desk and prepare it themselves, which defeats the purpose of coming to the cafeteria. After my 10-minute discussion with the General Manager today, during which he told me all the reasons why he could not accommodate, I simply departed without purchasing anything. This appears to be a good way to lose the customer base they already have.

I am more than willing (and have volunteered through my management chain) to be a part of the Restaurant/MWR advisory committee.

Respectfully,

(b)(3):10 USC 424

From: [REDACTED]
Sent: Thursday, November 20, 2014 3:22 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Thanksgiving Special

Classification: UNCLASSIFIED

(b)(3):10 USC 424

I am letting you know that there are complaints from the Thanksgiving Special.

:PRICE TOO HIGH FOR WHAT THEY GOT AND THE PORTIONS TOO SMALL.
:NO ADVANCE NOTICE BECAUSE IF THEY KNEW THEY WOULD HAVE BROUGHT LUNCH.
:YOU ARE ASKING PEOPLE TO PAY THE SAME AS THE OFFICERS CLUB ALL YOU CAN EAT SPREAD.

(b)(3):10 USC 424

Classification: UNCLASSIFIED

From: [REDACTED]
Sent: Thursday, October 02, 2014 12:23 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: unacceptable Oktoberfest fiasco

Classification: UNCLASSIFIED

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[REDACTED]

The Oktoberfest menu looked enticing but the chefs did not account for the normal size of the workforce nor for what people really want to eat: Bratwurst. It is unacceptable that not enough food was ordered and prepared and the cafeteria was out of Bratwurst in less than ½ hour!

Please correct these mistakes so they do not happen again in the future. It is very seldom that we are offered an opportunity to eat something we know and like from our military days but today was a big BLUNDER in the DIA cafeteria. Shame on your folks!

WE WANT REAL BRATWURST MORE OFTEN!

[REDACTED]

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Classification: UNCLASSIFIED

Subject: FW: Vegetarian Lunch Options

From:
Sent: Wednesday, June 03, 2015 2:40 PM
To: [REDACTED] (b)(3):10 USC 424
Subject: Vegetarian Lunch Options

CLASSIFICATION: UNCLASSIFIED

Hello, [REDACTED] (b)(3):10 USC 424

I was wondering if it would be possible to have a greater vegetarian selection for me to eat, such as vegetarian dishes with rice or pasta, or special fish dishes (I can also eat fish). I know you usually offer at least one such item, but you're out of it by the time I get to the cafeteria, sometimes as early as 1230. Unfortunately, many days, I can't get down there until 13:00 or later. Do you think there is anything you or your staff could do to accommodate this request? I understand if you cannot...

Thank you for your assistance,

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